Meridian 1

Attendant Hospitality Services

Software Installation Guide

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Hospitality Services Package Installation

Attendant Hospitality Services enhances the productivity of console attendants by integrating Meridian 1 Attendant PC's with a Property Management System (PMS) making current PMS information available to console attendants on a real-time basis. With advanced hospitality features like enhanced automatic Wakeup, enhanced Do Not Disturb and Text Messaging capabilities, provides attendants the advanced tools to create a powerful impression on guests as valued customers. With multiple property support, attendants can operate in a centralized manner addressing customer requirements across multiple properties as if they were one property.

Attendant Hospitality Services works with the existing Meridian 1 Attendant PC Console, enhancing its use in a hospitality environment by providing:

- Server (called Desktop Information Server) software (includes advanced hospitality features)
- Server/client (Attendant PC) interface
- Server/host (PMS) interface

Before you start

Be sure the customer provided network is properly setup to accomodate full accessibility to the attendants into the PMS.

Identify the location where the common database files are or where they will be installed on the network.

Write down the TCP/IP address of the PC used for the Desktop Information Server.

Build a room matrix data file to be imported into the Meridian 1 Attendant PC directory.

Obtain the transaction layouts from the PMS vendor.

System requirements

To use the Meridian 1 Attendant PC software application, you need the following equipment:

Meridian 1 Attendant Hospitality Services Package/CIU

— LAN, if applicable

— Desktop Information Server (DIS) and Services

— Workstation Extension software, if applicable

— Meridian 1 Attendant PC

Customer provided

— LAN (Microsoft NT, Windows 95/98 - Novell)

Customer Provided

PC requirements

All PCs require an Ethernet card and need to connect to a LAN. The Ethernet cards must be configured for TCP/IP and must be addressed. The following are the requirements for the PCs for the Attendant Positions and for the Desktop Information Server PC:

PC compatible system for Attendant Positions

- Pentium or equivalent processor, 166 MHz or higher
- 16 MB RAM available memory
- Hard disk with at least 2 GB storage or larger, with10 MB of free disk space
- 17” SVGA color monitor (1024 by 768 resolution, 256 colors)
- 16-bit sound board (recommended)
- Printer (optional)
- Ethernet card to support TCP/IP (the Ethernet card must be configured for TCP/IP and must be addressed)
- Windows 95/98 or Windows NT operating systems
- RS232 serial port
- One copy of the LAN Interface software, as applicable

Desktop Information Server PC

- Pentium or equivalent processor, 166 MHz or higher
- 64 MB RAM available memory
- Hard disk with at least 2 GB storage or larger, with 10 MB of free disk space
- Ethernet card to support TCP/IP (the Ethernet card must be configured for TCP/IP and must be addressed)
- 13" color monitor (17" preferred)
- Windows 95/98 or Windows NT operating system with support for WinSock 2.0

Installation Sequence

Note: In most customer configurations the database files, the Domain (which defines the Hospitality packages), DeskTop Information Server and LanKey software may be located on the same PC.

Table 1 shows the sequence of installation procedures.

Table 1
Installation sequence

Procedure	Page
Install the Domain software	page 8
Install the DeskTop Information Server software	page 16
Install the LanKey software (if applicable)	page 23
Install the Workstation software	
• Meridian 1 Attendant PC software	page 24
• DIS Workstation Extension software	page 25
Install the Interface Status Monitor software (as required)	page 33
Software registration	page 42
Setting up the Hospitality Services software	page 43
• Room Matrix	page 43
• Class of Service Options setup	page 47
Directory Service Configuration: General setup	page 48
Wakeup Service: Scheduling	page 51

Table 1
Installation sequence

Procedure	Page
Directory Service: Log file path and location	page 52
Directory Service: Status code setup	page 53
Directory Service: Database purge	page 54
Directory Service: Transaction Record Layout	page 55
Defining the PMS Transaction Record	page 56
• Assigning Transaction Fields to the Directory	page 57
Testing the new installed features	page 59

Prerequisites for installation

Domain Packages

Tables 2 and 3 list the Domain Packages for existing Attendant PCs and for software expansion packages.

Table 2
Attendant PCs already installed (Hospitality software only)

Package description	Prerequisites	Package includes
1 NTZC36AA	Must have 1 Attendant PC installed.	one Desktop Information Server (DTIS), one DIS Workstation Extension (DTWS)
2 NTZC36BA	Must have 2 Attendant PC and a LAN Key installed.	one DTIS, two DTWS
3 NTZC36CA	Must have 3 Attendant PC and a LAN Key installed.	one DTIS, three DTWS
4 NTZC36DA	Must have 4 Attendant PC and a LAN Key installed.	one DTIS, four DTWS

Table 3
Software expansion packages

Package description	Prerequisites	Package includes
5 NTZC37AA	Must have an NTZC36AA or NTZC35AA installed.	one DTWS
6 NTZC37BA	Must have an NTZC36BA or NTZC35BA installed.	one DTWS
7 NTZC37CA	Must have an NTZC36CA or NTZC35CA installed.	one DTWS
8 NTZC36EA	Must have an NTZC36DA, or NTZC37CA, or NTZC35DA, or NTZC35EA installed.	one DTWS for each Attendant PC over 4

Note: PC Console units are required as applicable.

Complete New Packages

Table 4 lists the complete new packages which include hardware and software.

Table 4
Complete new packages which include hardware and software

Package description	Prerequisites/Upgrade path	Package includes
9 NTZC35AA 1 Full Console package	Upgrade only with an NTZC37AA.	one DTIS, one DTWS, one Attendant PC
10 NTZC35BA 2 Full Console package	Upgrade only with an NTZC37BA.	one DTIS, two DTWS, two Attendant PC, one LAN Key
11 NTZC35CA 3 Full Console package	Upgrade only with an NTZC37CA.	one DTIS, three DTWS, three Attendant PC, one LAN Key
12 NTZC35DA 4 Full Console package	Upgrade with NTZC35EA or NTZC36EA.	one DTIS, four DTWS, four Attendant PC, one LAN Key
13 NTZC35EA 1 Attendant PC Package (5 or more units)	Must have an NTZC36DA, NTZC37CA, NTZC36EA, or NTZC35DA installed.	one DTWS, one Attendant PC

Note: PC Console units are required as applicable.

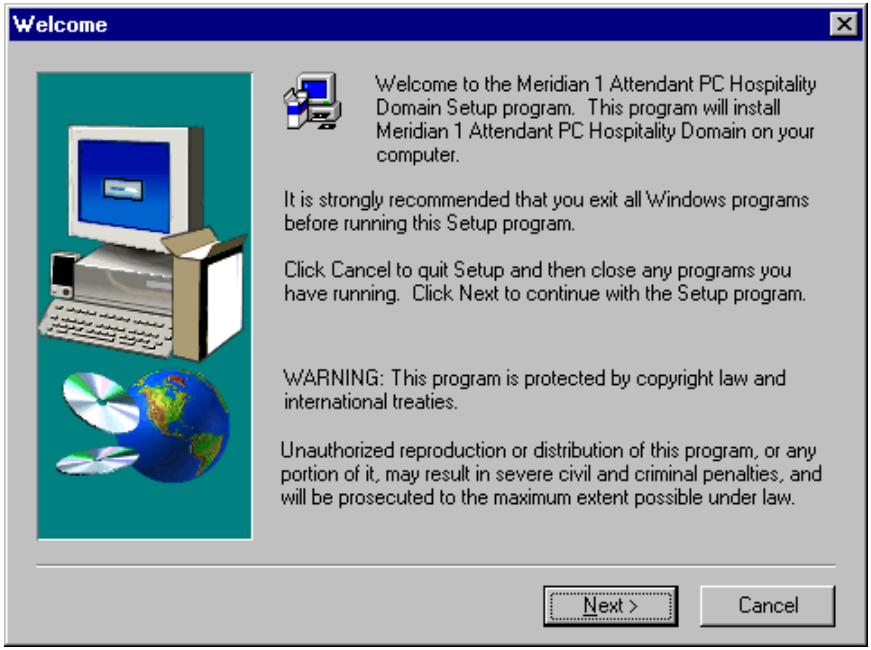
Installation procedures

Domain installation

The Domain defines what is included in the Meridian 1 Attendant Hospitality Services installation.

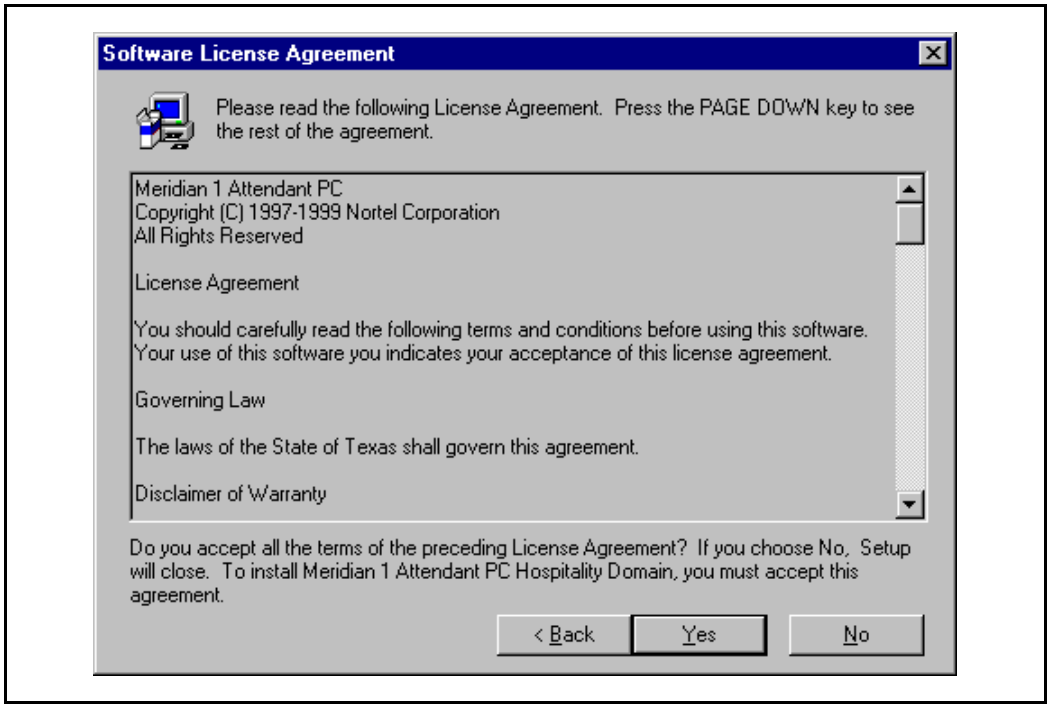
1. Begin by placing the Domain installation disk into the 3.5" floppy drive
2. Select the A: drive and double-click **Setup**. Setup will guide you through the installation.Answer the questions and perform the actions prompted during the installation.
3. The "Welcome" window appears as shown in Figure 1.
   Click **Next** to continue.

Figure 1
Welcome window


Welcome
Welcome to the Meridian 1 Attendant PC Hospitality Domain Setup program. This program will install Meridian 1 Attendant PC Hospitality Domain on your computer.
It is strongly recommended that you exit all Windows programs before running this Setup program.
Click Cancel to quit Setup and then close any programs you have running. Click Next to continue with the Setup program.
WARNING: This program is protected by copyright law and international treaties.
Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
Next >
Cancel

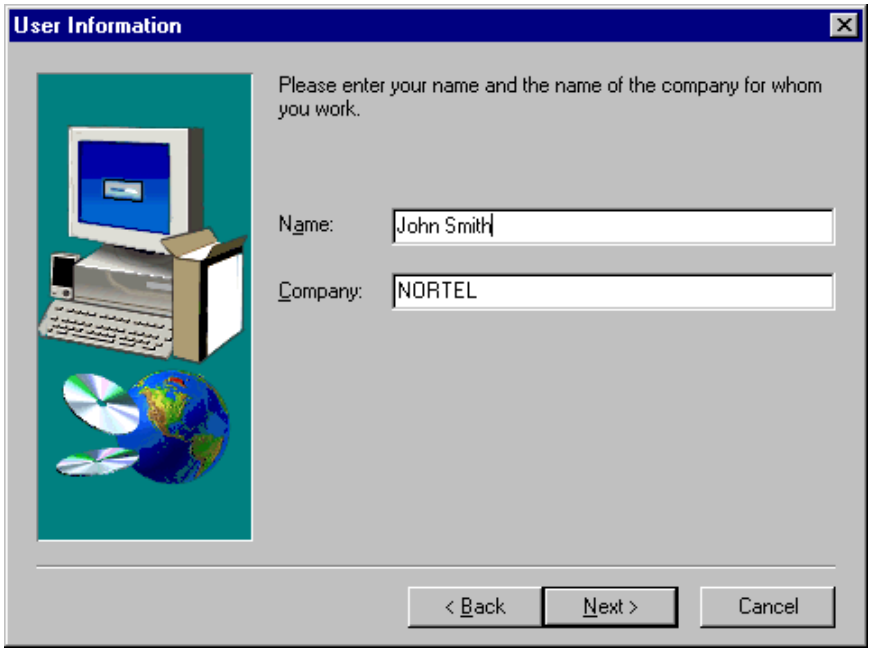
4 The "Software License Agreement" window appears as shown in Figure 2. Click **Yes** to accept the agreement.

Figure 2
Software License Agreement window


Software License Agreement
Please read the following License Agreement. Press the PAGE DOWN key to see the rest of the agreement.
Meridian 1 Attendant PC
Copyright (C) 1997-1999 Nortel Corporation
All Rights Reserved
License Agreement
You should carefully read the following terms and conditions before using this software. Your use of this software you indicates your acceptance of this license agreement.
Governing Law
The laws of the State of Texas shall govern this agreement.
Disclaimer of Warranty
Do you accept all the terms of the preceding License Agreement? If you choose No, Setup will close. To install Meridian 1 Attendant PC Hospitality Domain, you must accept this agreement.
< Back
Yes
No

5 The "User Information" window appears as shown in Figure 3. Enter your name and company and click **Next** to continue.

Figure 3
User Information window



6 Figure 4 shows the "Choose Program Files Destination Folder" window. Click **Next** to accept the default program files destination folder.

Alternately, you can select an alternate folder:

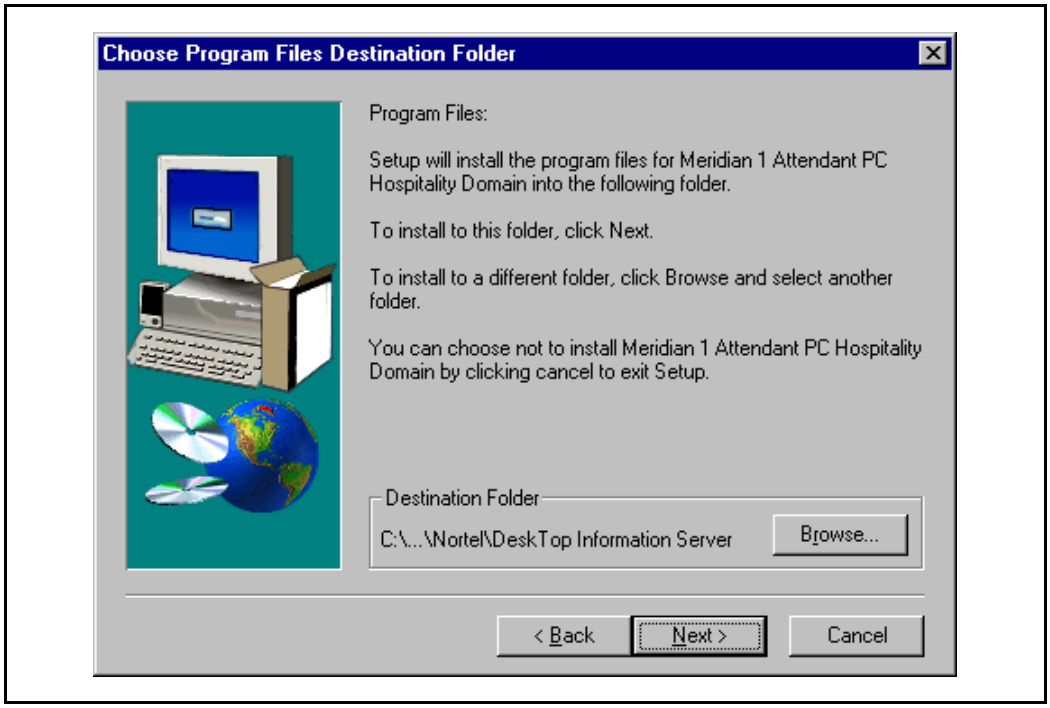
— Click **Browse**.

— Select the drive.

— Select the folder location.

— Press **Enter**.

Figure 4
Choose Program Files Destination Folder window


Choose Program Files Destination Folder
Program Files:
Setup will install the program files for Meridian 1 Attendant PC Hospitality Domain into the following folder.
To install to this folder, click Next.
To install to a different folder, click Browse and select another folder.
You can choose not to install Meridian 1 Attendant PC Hospitality Domain by clicking cancel to exit Setup.
Destination Folder
C:\...\Nortel\DeskTop Information Server
Browse...
< Back
Next >
Cancel

7 Figure 5 shows the "Choose Data Files Destination Folder" window. Click **Next** to accept the default data files destination folder.

Alternately, you can select an alternate folder:

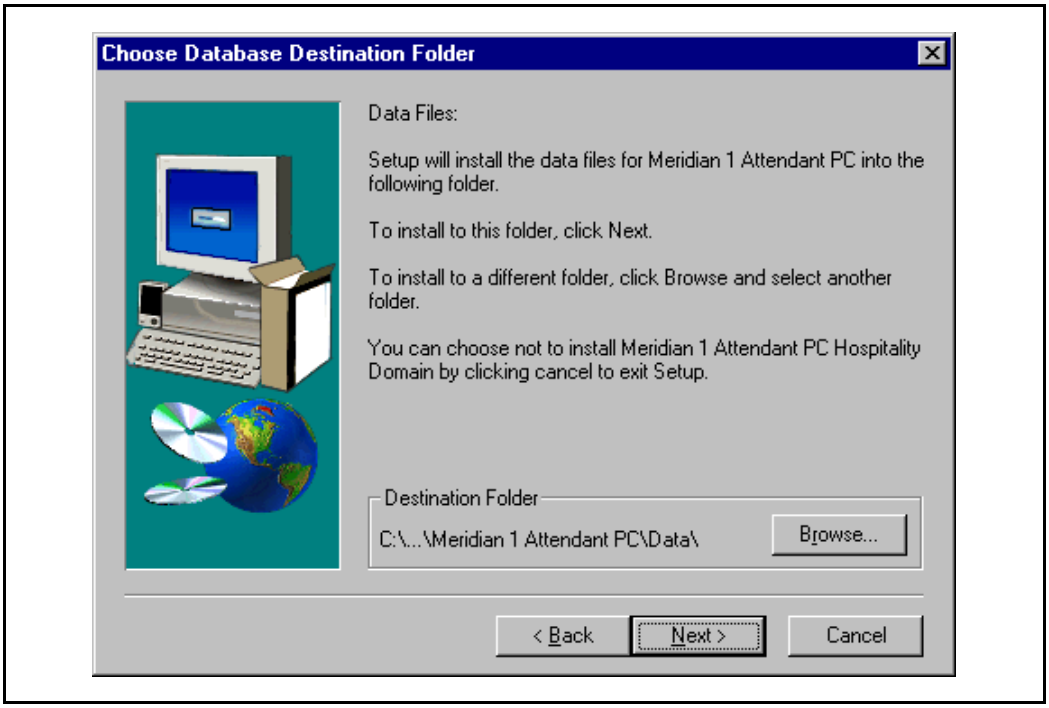
— Click **Browse**.

— Select the drive where the folder will be located.

— Select the folder location on the drive.

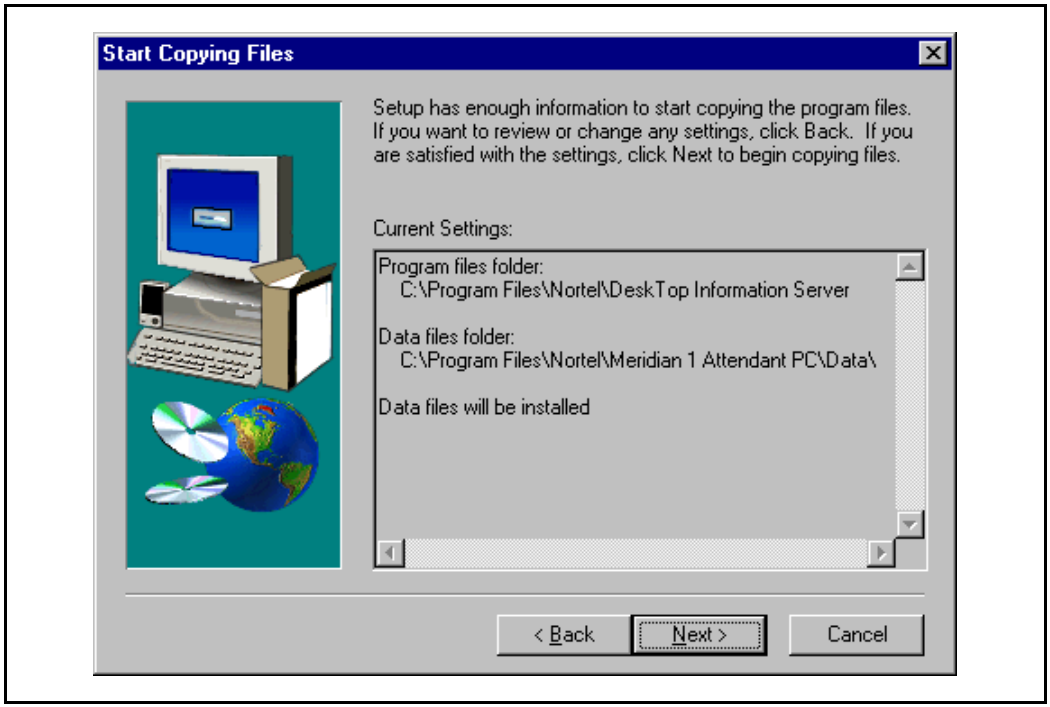
— Press **Enter**.

Figure 5
Choose Database Destination Folder window

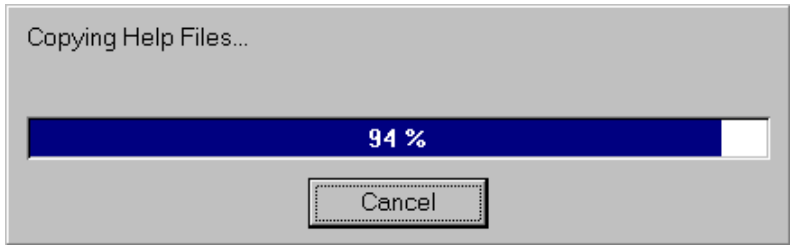

Choose Database Destination Folder
Data Files:
Setup will install the data files for Meridian 1 Attendant PC into the following folder.
To install to this folder, click Next.
To install to a different folder, click Browse and select another folder.
You can choose not to install Meridian 1 Attendant PC Hospitality Domain by clicking cancel to exit Setup.
Destination Folder
C:\...\Meridian 1 Attendant PC\Data\
Browse...
< Back
Next >
Cancel

8 Figure 6 shows the "Start Copying Files" window. Click **Next** to continue.

Figure 6
Start Copying Files window


Start Copying Files
Setup has enough information to start copying the program files. If you want to review or change any settings, click Back. If you are satisfied with the settings, click Next to begin copying files.
Current Settings:
Program files folder:
C:\Program Files\Nortel\DeskTop Information Server
Data files folder:
C:\Program Files\Nortel\Meridian 1 Attendant PC\Data\
Data files will be installed
< Back
Next >
Cancel

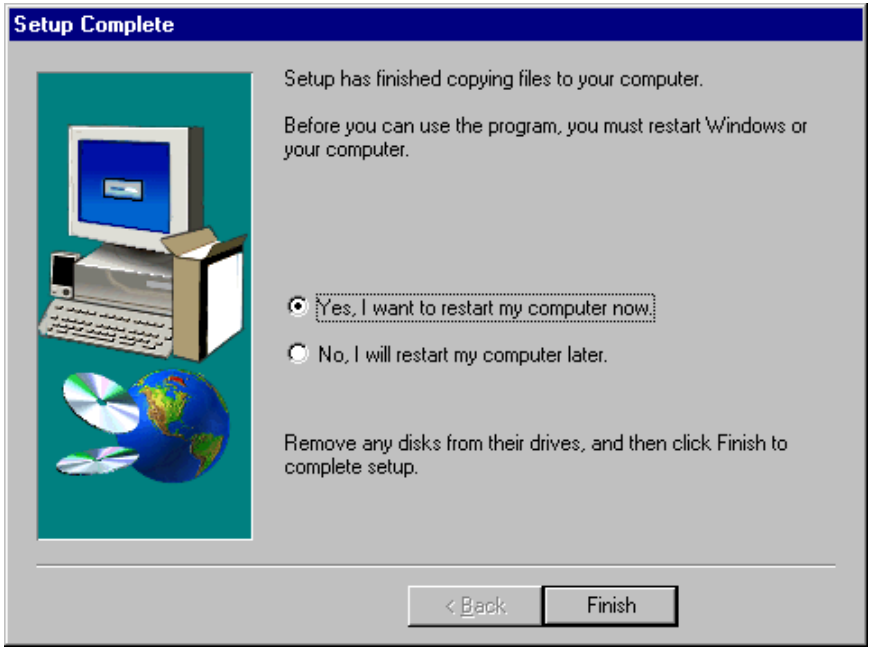
After clicking "Next," a status bar appears showing you the status of the installation .



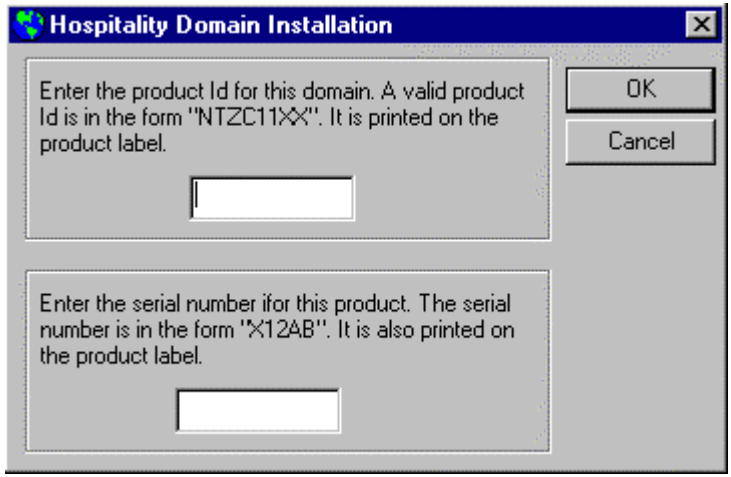
When the Domain software installation is complete the "Setup Complete" window appears.

9 Figure 7 shows the "Setup Complete" window. Leave the default as "Yes" and click **Finish** to reboot the PC.

Figure 7
Setup complete window


Setup Complete
Setup has finished copying files to your computer.
Before you can use the program, you must restart Windows or your computer.
Yes, I want to restart my computer now.
No, I will restart my computer later.
Remove any disks from their drives, and then click Finish to complete setup.
< Back
Finish

10 You will then be prompted to install the Product Id and Domain serial number.


Hospitality Domain Installation
Enter the product Id for this domain. A valid product Id is in the form "NTZC11XX". It is printed on the product label.
OK
Cancel
Enter the serial number ifor this product. The serial number is in the form "X12AB". It is also printed on the product label.

If you attempt to install a product without the proper prerequisites Installed you will get an error message defining the problem. For example:

Hospitality Services Domain Installation
Your current domain consists of Product Id "NTZC35CA" with no expansion unit(s) installed.
You are attempting to install Product id "NTZC36DA".
You cannot upgrade this domain with this product.
OK

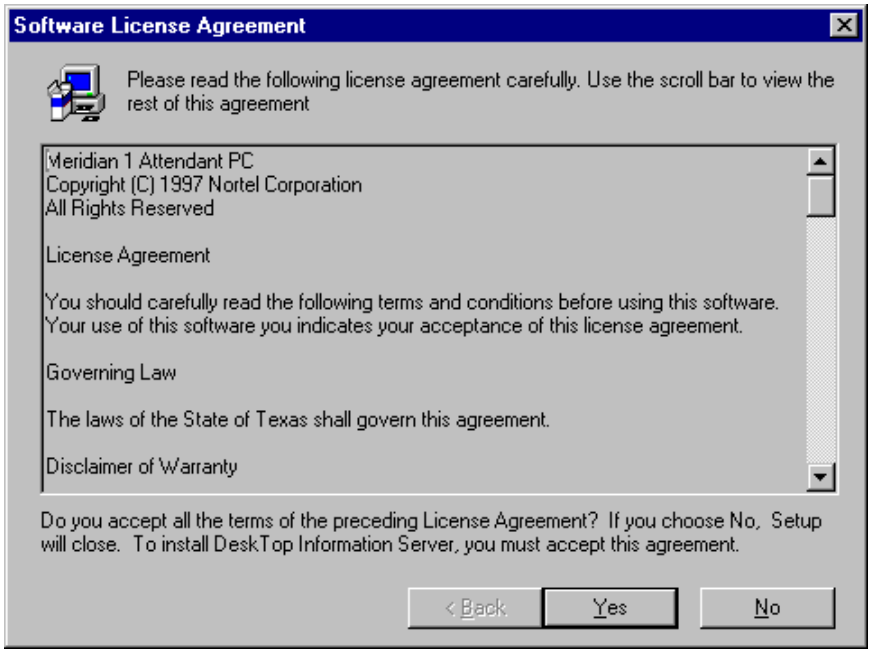
Note: Refer to “Prerequisites for installation” on page 6.

DeskTop Information Server installation

1. Begin by placing the DeskTop Information Server installation Disk 1 into the 3.5" floppy drive.
2. Select the A: drive and double-click **Setup**. Setup will guide you through the installation.

   Answer the questions and perform the actions prompted during the installation.
3. When the "Software License Agreement" window appears as shown in Figure 8, click **Yes** to accept the agreement and continue.

Figure 8
Software License Agreement window


Software License Agreement
Please read the following license agreement carefully. Use the scroll bar to view the rest of this agreement
Meridian 1 Attendant PC
Copyright (C) 1997 Nortel Corporation
All Rights Reserved
License Agreement
You should carefully read the following terms and conditions before using this software. Your use of this software you indicates your acceptance of this license agreement.
Governing Law
The laws of the State of Texas shall govern this agreement.
Disclaimer of Warranty
Do you accept all the terms of the preceding License Agreement? If you choose No, Setup will close. To install DeskTop Information Server, you must accept this agreement.
< Back
Yes
No

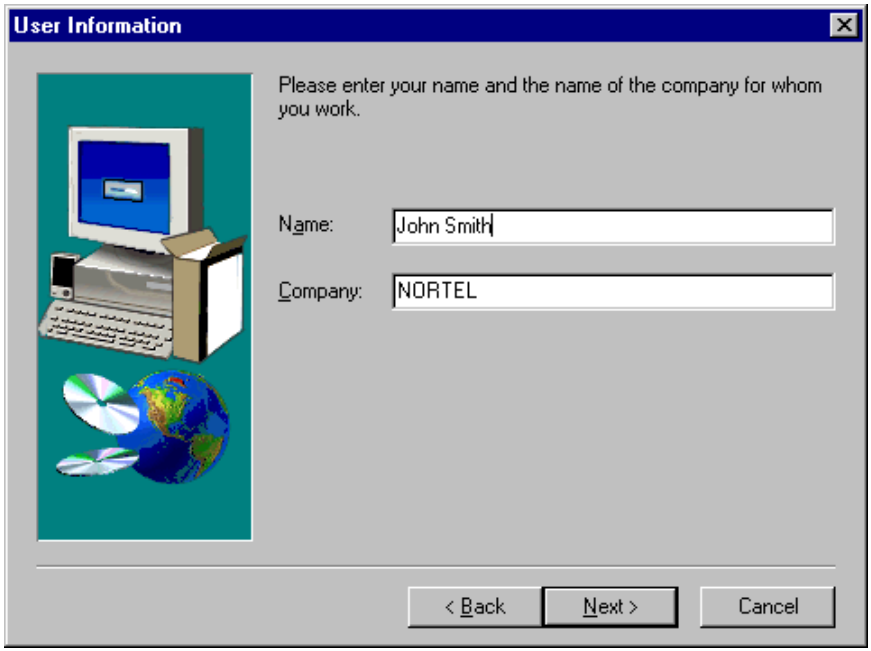
4 The "Welcome" screen appears as shown in Figure 9. Click **Next** to continue.

Figure 9
Welcome window

Welcome
Welcome to the Meridian 1 Attendant PC DeskTop Information Server Setup program. This program will install DeskTop Information Server on your computer
It is strongly recommended that you exit all Windows programs before running this Setup program.
Click Cancel to quit Setup and then close any programs you have running. Click Next to continue with the Setup program.
WARNING: This program is protected by copyright law and international treaties.
Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
Next >
Cancel

5 The "User Information" window appears as shown in Figure 10. Enter your name and company and click **Next**.

Figure 10
User Information window



6 Figure 11 shows the "Choose Program Files Destination Folder" window. Click **Next** to accept the default program files destination folder.

Alternately, you can select an alternate folder:

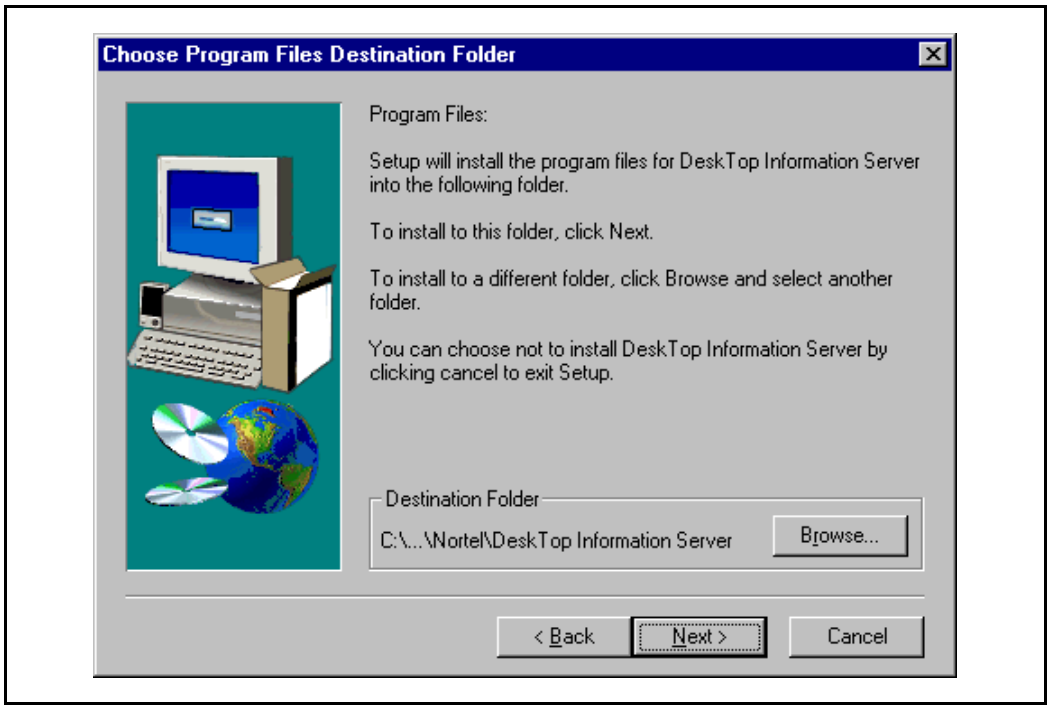
— Click **Browse**.

— Select the drive where the folder will be located.

— Select the folder location on the drive.

— Press **Enter**.

Figure 11
Choose Program Files Destination Folder window


Choose Program Files Destination Folder
Program Files:
Setup will install the program files for DeskTop Information Server into the following folder.
To install to this folder, click Next.
To install to a different folder, click Browse and select another folder.
You can choose not to install DeskTop Information Server by clicking cancel to exit Setup.
Destination Folder
C:\...\Nortel\DeskTop Information Server
Browse...
< Back
Next >
Cancel

7 Figure 12 shows the "Choose Data Files Destination Folder" window. Click **Next** to accept the default data files destination folder.

Alternately, you can select an alternate folder:

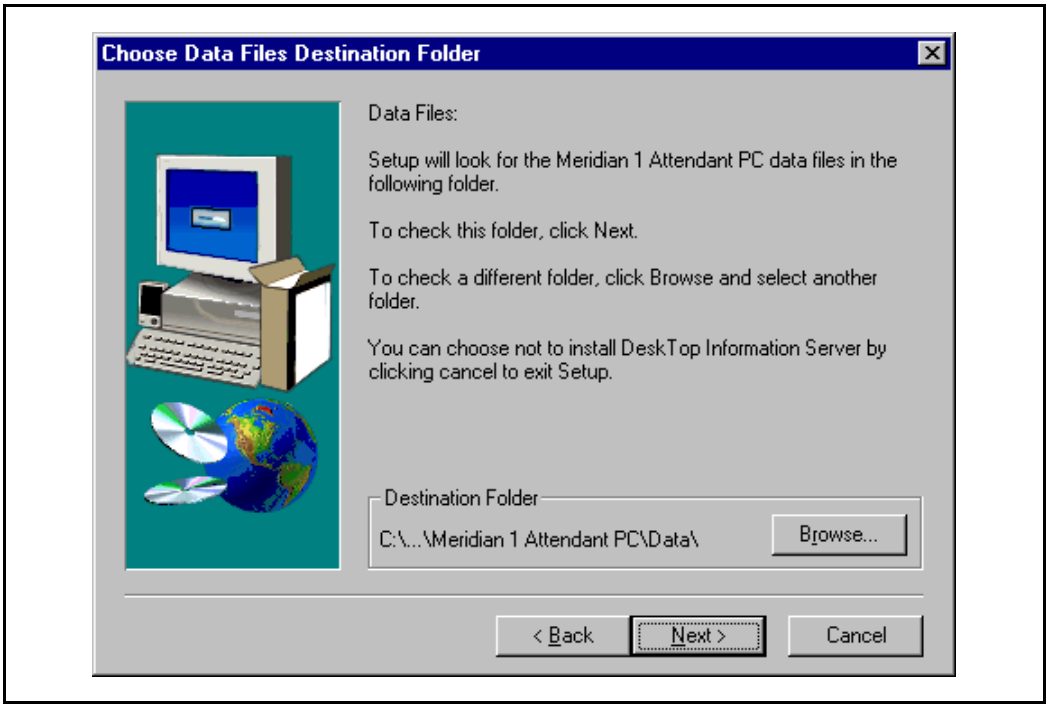
— Click **Browse**.

— Select the drive where the folder will be located.

— Select the folder location on the drive.

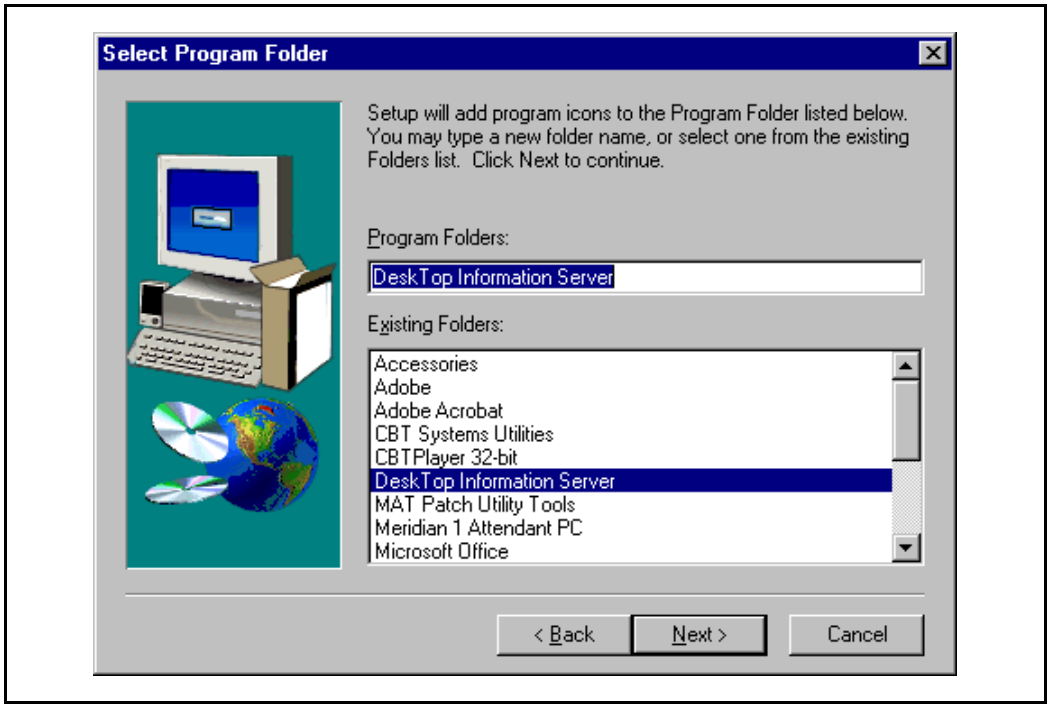
— Press **Enter**.

Figure 12
Choose Data Files Destination Folder window


Choose Data Files Destination Folder
Data Files:
Setup will look for the Meridian 1 Attendant PC data files in the following folder.
To check this folder, click Next.
To check a different folder, click Browse and select another folder.
You can choose not to install DeskTop Information Server by clicking cancel to exit Setup.
Destination Folder
C:\...\Meridian 1 Attendant PC\Data\
Browse...
< Back
Next >
Cancel

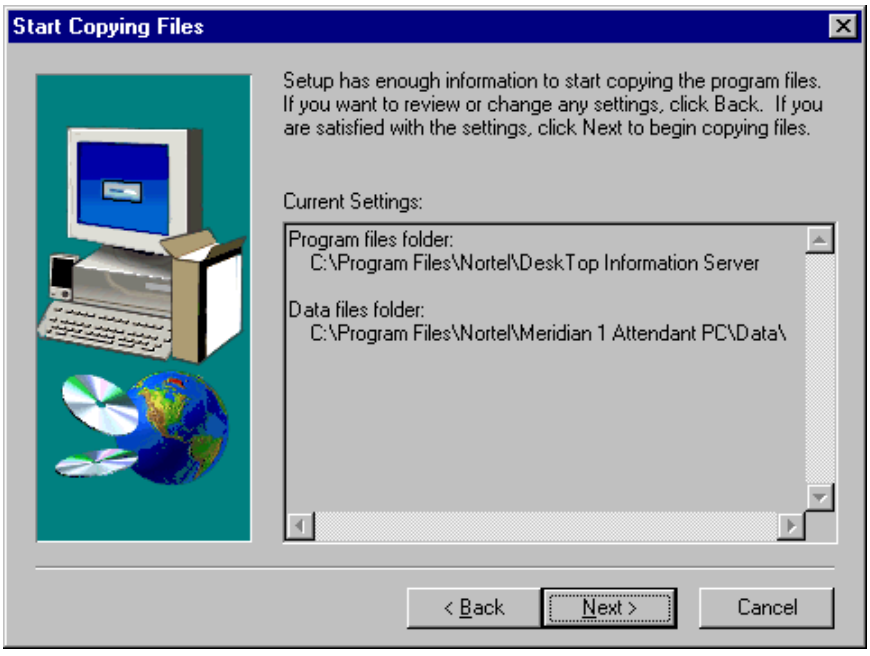
8 Figure 13 shows the "Select Program Folder" window. Click **Next** to continue.

Figure 13
Select Program Folder window

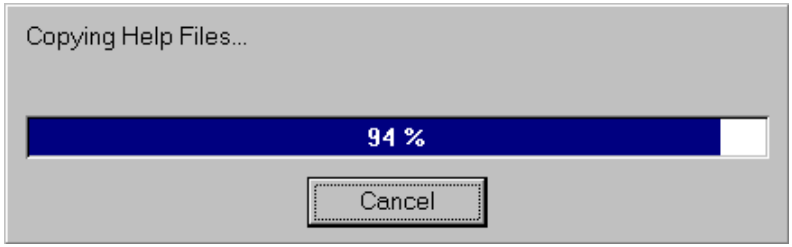

Select Program Folder
Setup will add program icons to the Program Folder listed below. You may type a new folder name, or select one from the existing Folders list. Click Next to continue.
Program Folders:
DeskTop Information Server
Existing Folders:
Accessories
Adobe
Adobe Acrobat
CBT Systems Utilities
CBTPlayer 32-bit
DeskTop Information Server
MAT Patch Utility Tools
Meridian 1 Attendant PC
Microsoft Office
< Back
Next >
Cancel

9 Figure 14 shows the "Start Copying Files" window. Click **Next** to continue.

Figure 14
Start Copying Files window


Start Copying Files
Setup has enough information to start copying the program files. If you want to review or change any settings, click Back. If you are satisfied with the settings, click Next to begin copying files.
Current Settings:
Program files folder:
C:\Program Files\Nortel\DeskTop Information Server
Data files folder:
C:\Program Files\Nortel\Meridian 1 Attendant PC\Data\
< Back
Next >
Cancel

After clicking "Next," a status bar appears showing you the status of the installation.



The DIS software installation is complete.

LanKey installation (if applicable)

1. Begin by placing the LanKey installation disk #1 into the 3.5" floppy drive.
2. Select the A: drive and double-click **Setup**. Setup will guide you through the installation.
3. Answer the questions and perform the actions prompted during the installation.
4. You will be asked for your LAN Key serial number (after a reboot if necessary).

   Refer to the *Meridian 1 Attendant PC LAN Interface Installation Guide* for more information.

Workstation Software installations

Meridian 1 Attendant PC

1. Place the Meridian 1 Attendant PC Installation Disk 1 into the 3.5" floppy drive.
2. Select the A: drive and double-click **Setup**. Setup will guide you through the installation.
3. Answer the questions and perform the actions prompted during the installation.

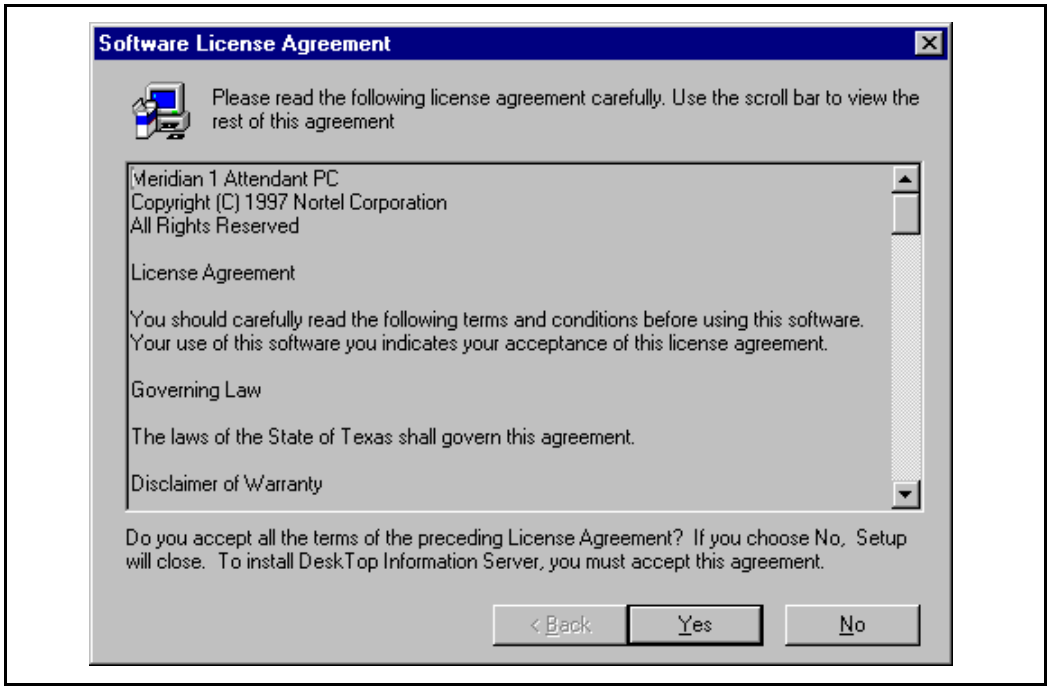
   Note: Refer to the *Meridian 1 Attendant PC Software Installation Guide* for more information.

DIS Workstation Extension installation

The DIS Workstation Extension software gives an attendant workstation the capability of using the Attendant Hospitality Services features.

1. Begin by placing the DIS Workstation Extension installation disk into the 3.5" floppy drive
2. Select the A: drive and double-click **Setup**. Setup will guide you through the installation.
3. When the "Software License Agreement" window appears as shown in Figure 15, click **Yes** to accept the agreement and continue.

Figure 15
Software License Agreement window


Software License Agreement
Please read the following license agreement carefully. Use the scroll bar to view the rest of this agreement
Meridian 1 Attendant PC
Copyright (C) 1997 Nortel Corporation
All Rights Reserved
License Agreement
You should carefully read the following terms and conditions before using this software. Your use of this software you indicates your acceptance of this license agreement.
Governing Law
The laws of the State of Texas shall govern this agreement.
Disclaimer of Warranty
Do you accept all the terms of the preceding License Agreement? If you choose No, Setup will close. To install DeskTop Information Server, you must accept this agreement.
< Back
Yes
No

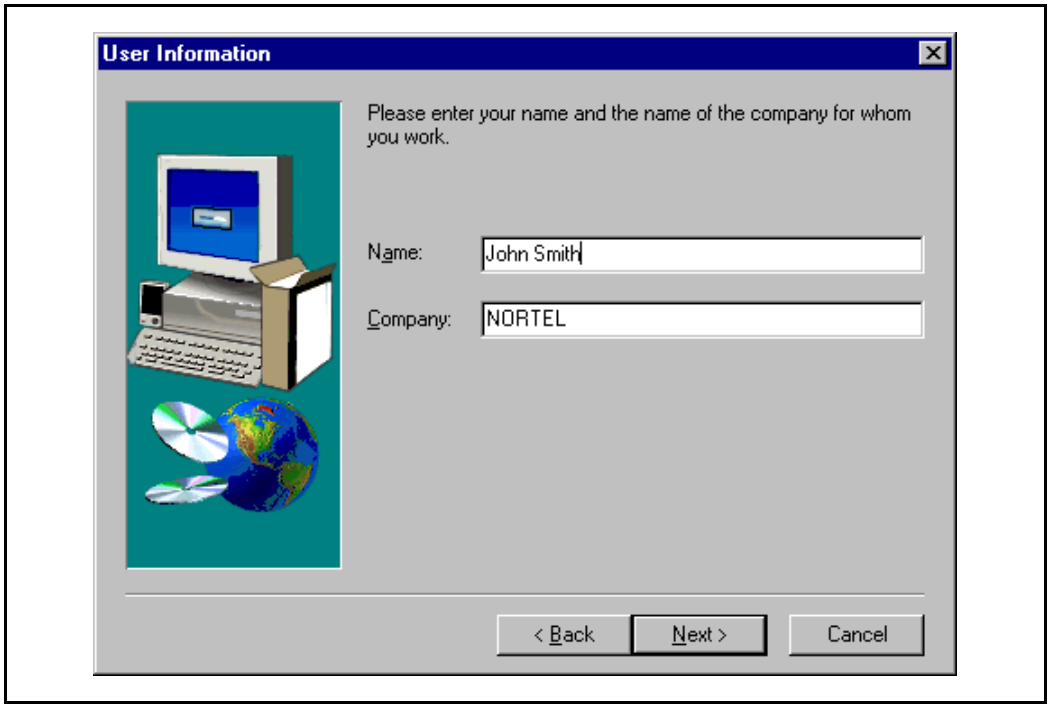
4 The "Welcome" screen appears as shown in Figure 16. Click **Next** to continue.

Figure 16
Welcome window

Welcome
Welcome to the Meridian 1 Attendant PC DeskTop Information Server Setup program. This program will install DeskTop Information Server on your computer
It is strongly recommended that you exit all Windows programs before running this Setup program.
Click Cancel to quit Setup and then close any programs you have running. Click Next to continue with the Setup program.
WARNING: This program is protected by copyright law and international treaties.
Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
Next >
Cancel

5 The "User Information" window appears as shown in Figure 17. Enter your name and company and click **Next**.

Figure 17
User Information window



6 Figure 18 shows the "Choose Program Files Destination Folder" window. Click **Next** to accept the default program files destination folder.

Alternately, you can select an alternate folder:

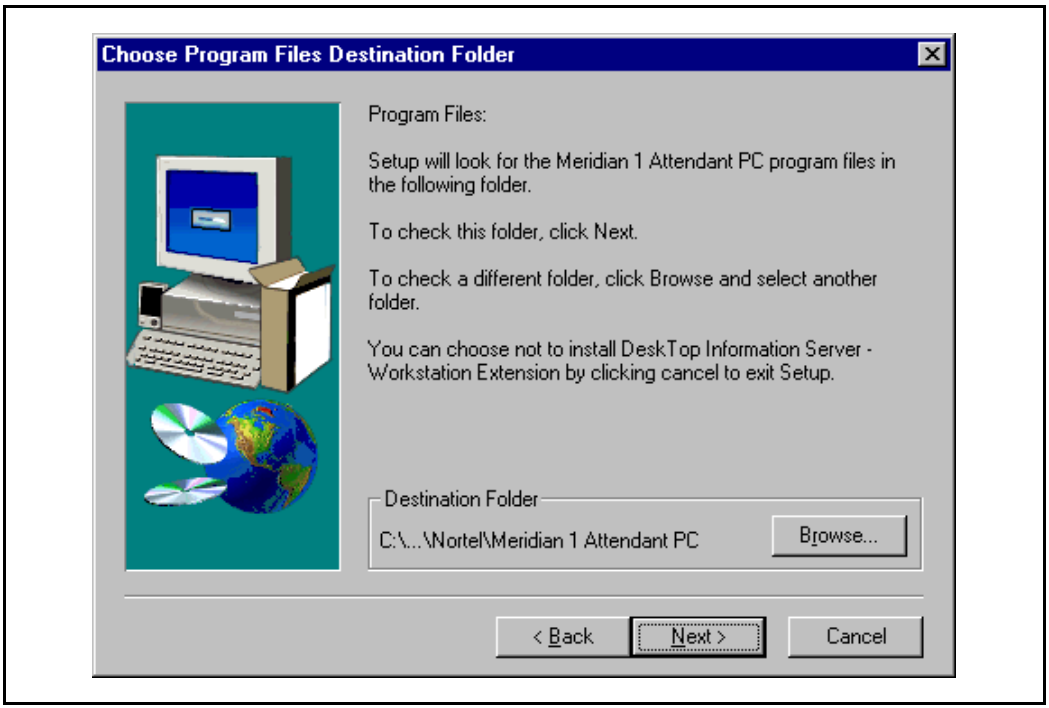
— Click **Browse**.

— Select the drive where the folder will be located.

— Select the folder location on the drive.

— Press **Enter**.

Figure 18
Choose Program Files Destination Folder window


Choose Program Files Destination Folder
Program Files:
Setup will look for the Meridian 1 Attendant PC program files in the following folder.
To check this folder, click Next.
To check a different folder, click Browse and select another folder.
You can choose not to install DeskTop Information Server - Workstation Extension by clicking cancel to exit Setup.
Destination Folder
C:\...\Nortel\Meridian 1 Attendant PC
Browse...
< Back
Next >
Cancel

7 Figure 19 shows the "Choose Data Files Destination Folder" window. Click **Next** to accept the default data files destination folder.

Alternately, you can select an alternate folder:

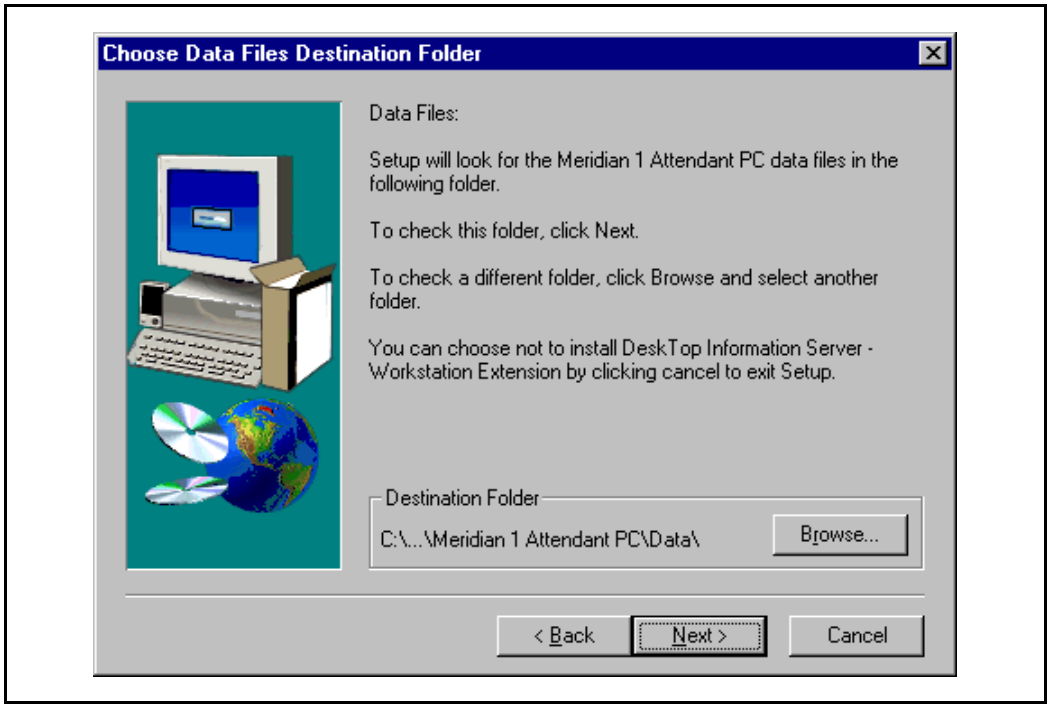
— Click **Browse**.

— Select the drive where the folder will be located.

— Select the folder location on the drive.

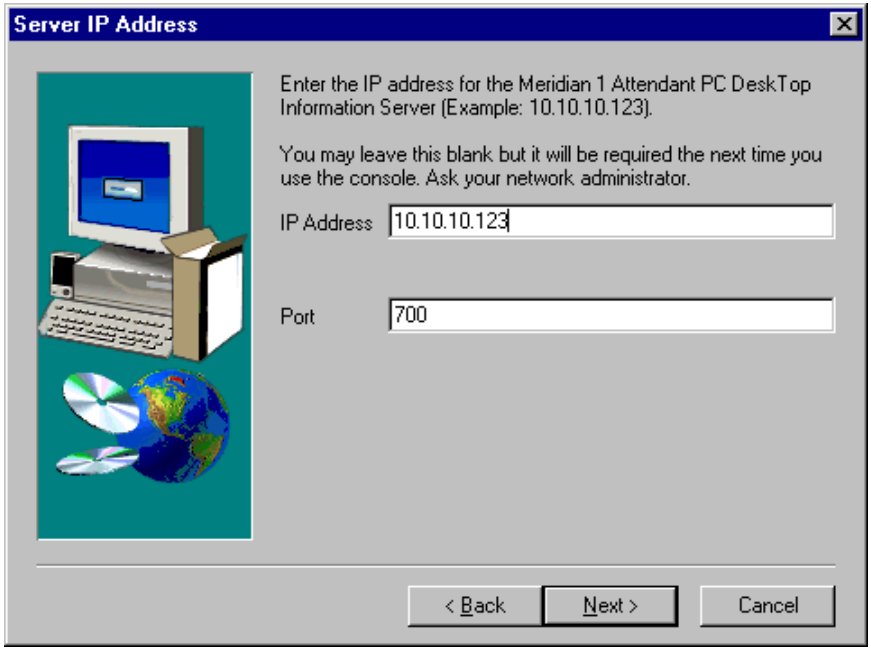
— Press **Enter**.

Figure 19
Choose Data Files Destination Folder window


Choose Data Files Destination Folder
Data Files:
Setup will look for the Meridian 1 Attendant PC data files in the following folder.
To check this folder, click Next.
To check a different folder, click Browse and select another folder.
You can choose not to install DeskTop Information Server - Workstation Extension by clicking cancel to exit Setup.
Destination Folder
C:\...\Meridian 1 Attendant PC\Data\
Browse...
< Back
Next >
Cancel

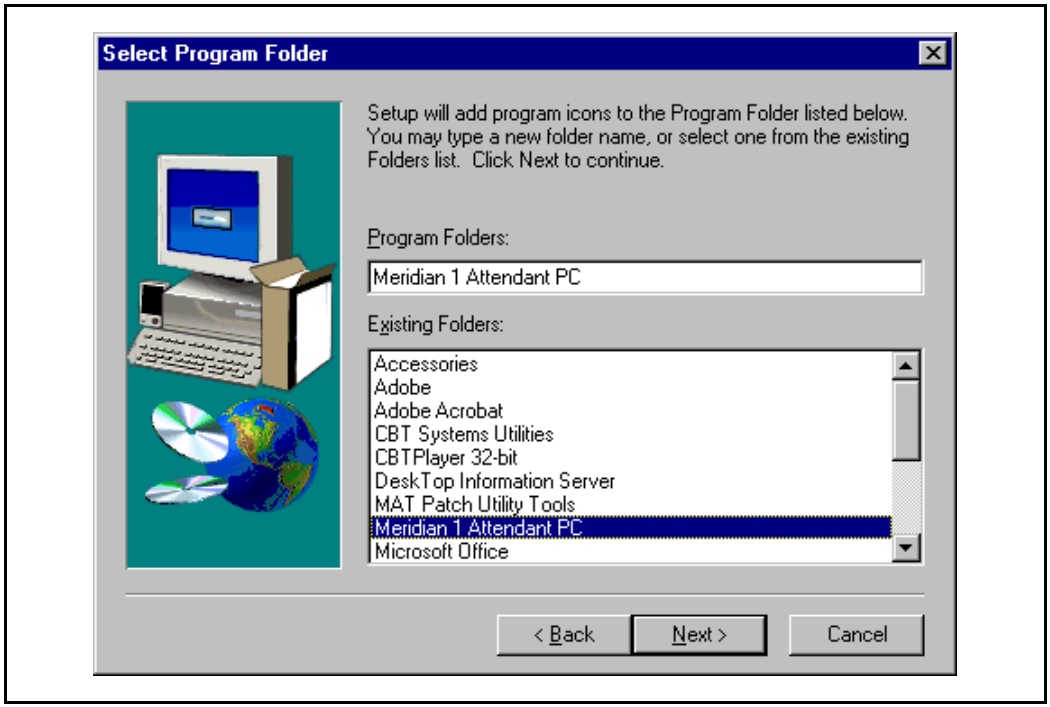
8 The "Server IP Address" window appears as shown in Figure 20. Enter the IP address for the Desktop Information Server PC and the port number to be used. Click **Next** to continue.

Figure 20
Server IP address window


Server IP Address
Enter the IP address for the Meridian 1 Attendant PC DeskTop Information Server (Example: 10.10.10.123).
You may leave this blank but it will be required the next time you use the console. Ask your network administrator.
IP Address
10.10.10.123
Port
700
< Back
Next >
Cancel

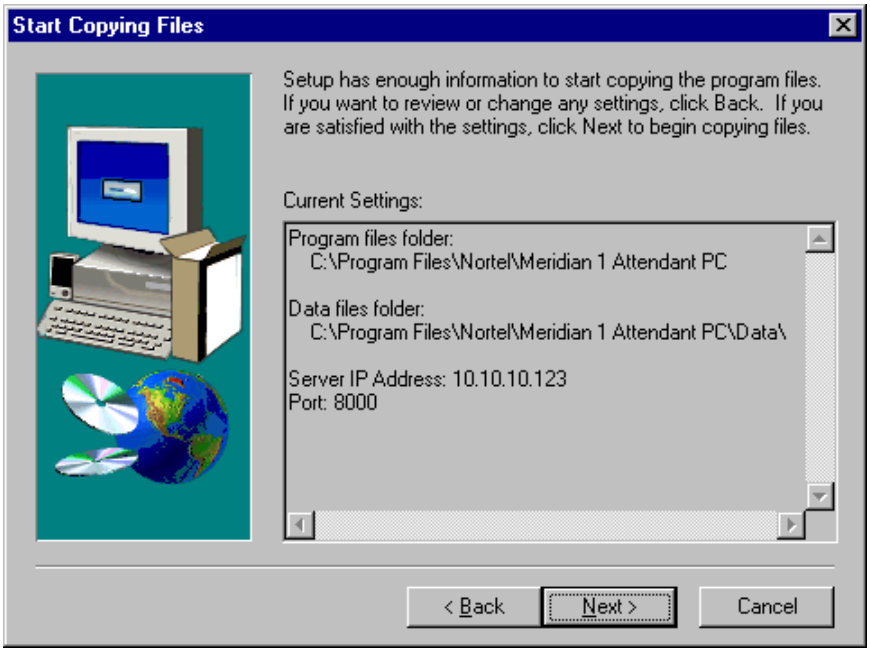
9 Figure 21 shows the "Select Program Folder" window. Click **Next** to continue.

Figure 21
Select Program Folder window

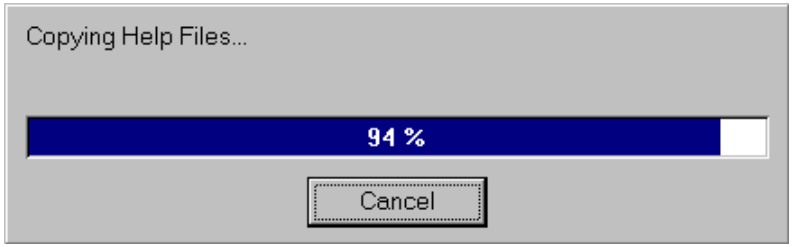

Select Program Folder
Setup will add program icons to the Program Folder listed below. You may type a new folder name, or select one from the existing Folders list. Click Next to continue.
Program Folders:
Meridian 1 Attendant PC
Existing Folders:
Accessories
Adobe
Adobe Acrobat
CBT Systems Utilities
CBTPlayer 32-bit
DeskTop Information Server
MAT Patch Utility Tools
Meridian 1 Attendant PC
Microsoft Office
< Back
Next >
Cancel

10 Figure 22 shows the "Start Copying Files" window. Click **Next** to begin copying program files.

Figure 22
Start Copying Files window


Start Copying Files
Setup has enough information to start copying the program files. If you want to review or change any settings, click Back. If you are satisfied with the settings, click Next to begin copying files.
Current Settings:
Program files folder:
C:\Program Files\Nortel\Meridian 1 Attendant PC
Data files folder:
C:\Program Files\Nortel\Meridian 1 Attendant PC\Data\
Server IP Address: 10.10.10.123
Port: 8000
< Back
Next >
Cancel

After clicking "Next," a status bar appears showing you the status of the installation. .



The Workstation Extension software installation is complete.

Interface Status Monitor installation (if required)

The Interface Status Monitor provides a visual display of the current status of the various interface connections within the DeskTop Information Server (DIS) and an audible notification of potential interface failures.

To start the Monitoring the Attendant will go to the Start Menu of the PC, select programs, Meridian 1 Attendant PC and then select DIS Status Monitor. The DIS status Monitor can be minimized on the Task bar. Optionally the DIS status monitor can be added to the startup folder so that monitoring begins at startup.

Monitor Icon on the task bar

Note: The Interface Status Monitor can be installed as a standalone product anywhere on the customer's network.

1. Begin by placing the Interface Status Monitor installation disk into the 3.5" floppy drive
2. Select the A: drive and double-click **Setup**.

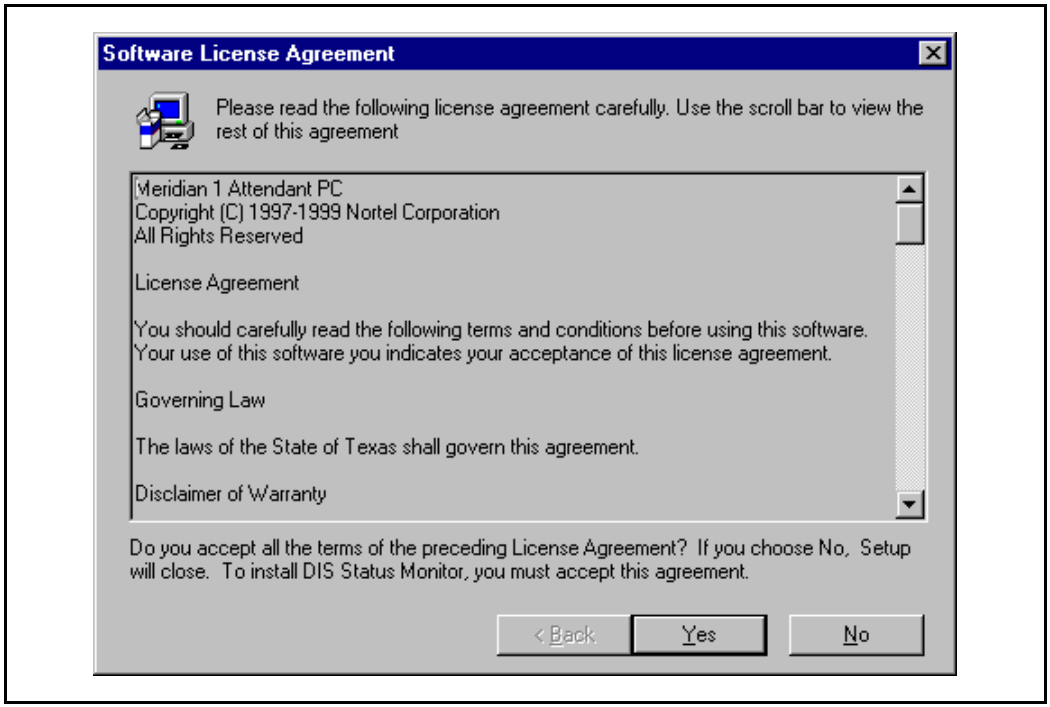
3 The "Welcome" screen appears as shown in Figure 23. Click **Next** to continue.

Figure 23
Welcome screen

Welcome
Welcome to the DIS Status Monitor Setup program. This program will install DIS Status Monitor on your computer.
It is strongly recommended that you exit all Windows programs before running this Setup program.
Click Cancel to quit Setup and then close any programs you have running. Click Next to continue with the Setup program.
WARNING: This program is protected by copyright law and international treaties.
Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
Next >
Cancel

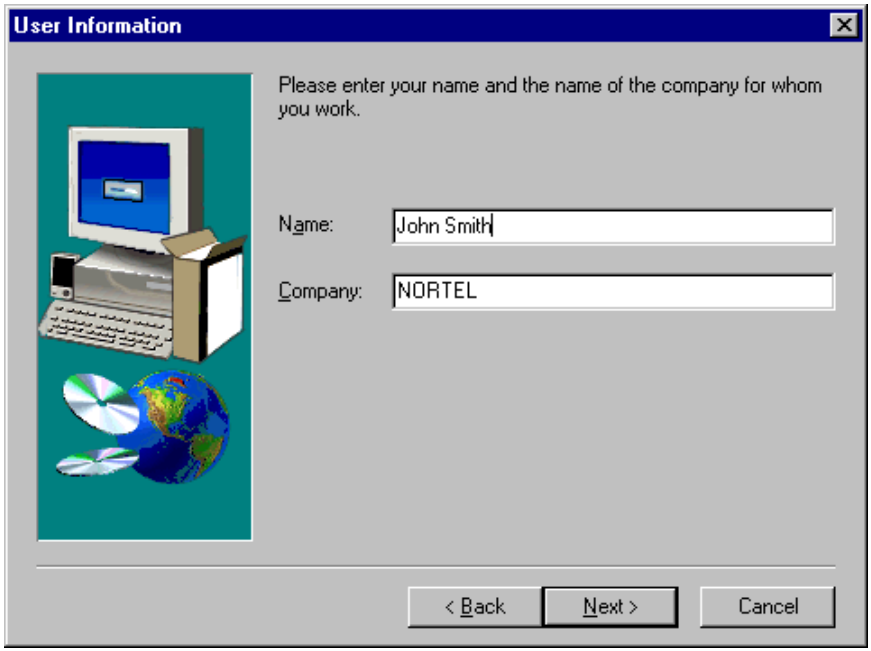
4 When the "Software License Agreement" window appears as shown in Figure 24, click **Yes** to accept the agreement and continue.

Figure 24
Software License Agreement window


Software License Agreement
Please read the following license agreement carefully. Use the scroll bar to view the rest of this agreement
Meridian 1 Attendant PC
Copyright (C) 1997-1999 Nortel Corporation
All Rights Reserved
License Agreement
You should carefully read the following terms and conditions before using this software. Your use of this software you indicates your acceptance of this license agreement.
Governing Law
The laws of the State of Texas shall govern this agreement.
Disclaimer of Warranty
Do you accept all the terms of the preceding License Agreement? If you choose No, Setup will close. To install DIS Status Monitor, you must accept this agreement.
< Back
Yes
No

5 The "User Information" window appears as shown in Figure 25. Enter your name and company and click **Next**.

Figure 25
User Information window



6 Figure 26 shows the "Choose Program Files Destination Folder" window. Click **Next** to accept the default program files destination folder.

Alternately, you can select an alternate folder:

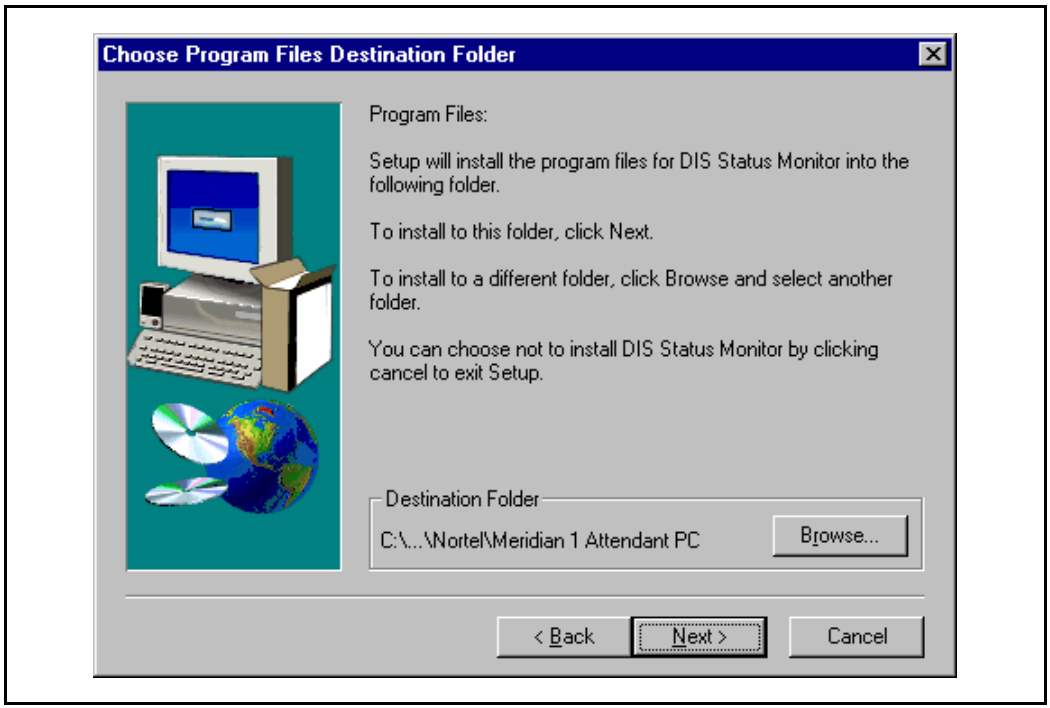
— Click **Browse**.

— Select the drive where the folder will be located.

— Select the folder location on the drive.

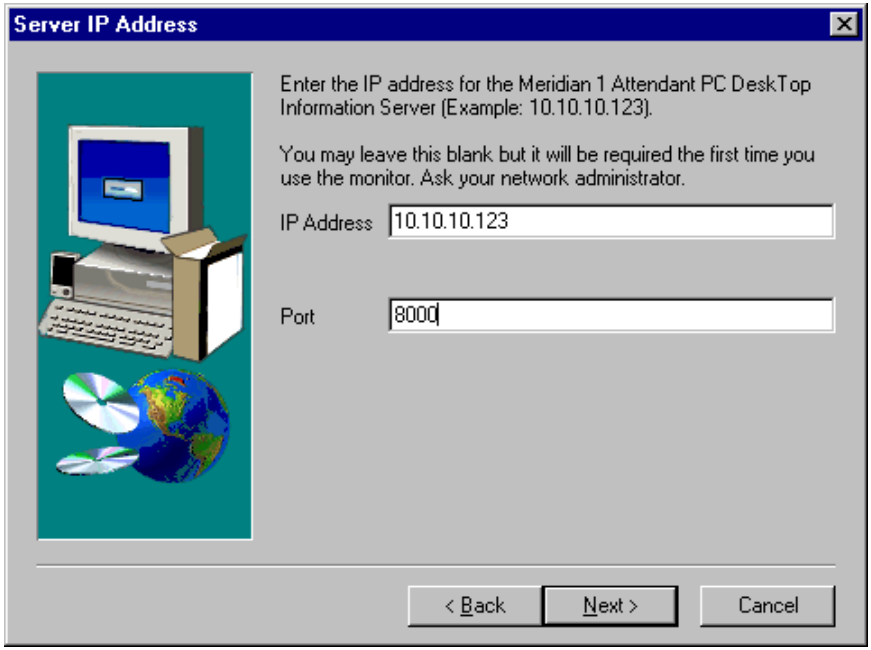
— Press **Enter**.

Figure 26
Choose Program Files Destination Folder window


Choose Program Files Destination Folder
Program Files:
Setup will install the program files for DIS Status Monitor into the following folder.
To install to this folder, click Next.
To install to a different folder, click Browse and select another folder.
You can choose not to install DIS Status Monitor by clicking cancel to exit Setup.
Destination Folder
C:\...\Nortel\Meridian 1 Attendant PC
Browse...
< Back
Next >
Cancel

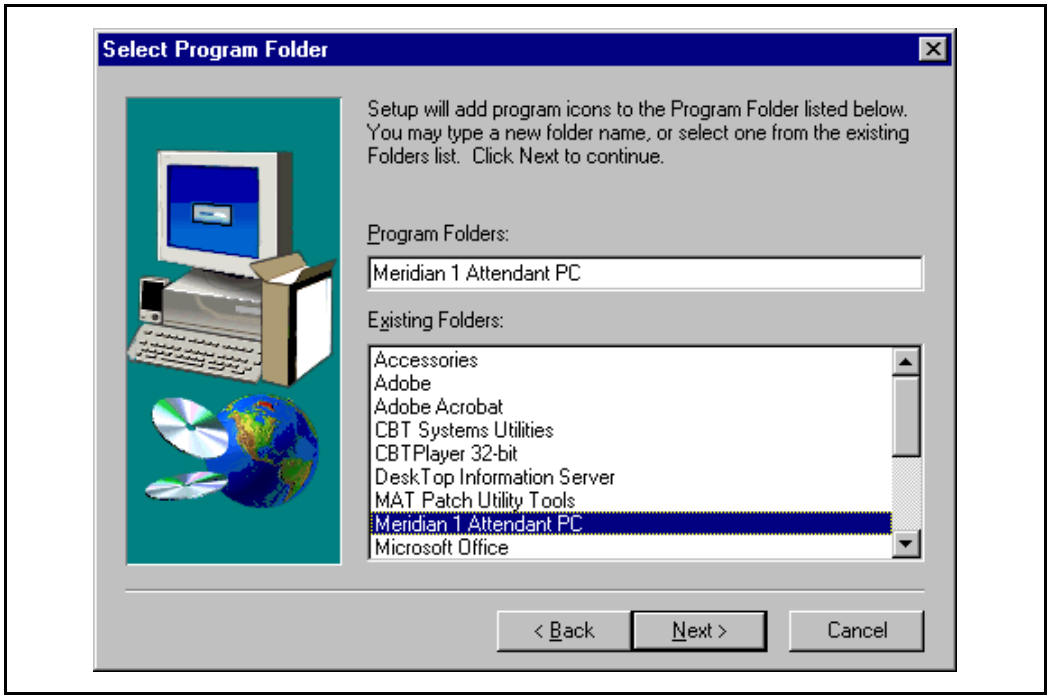
7 The "Server IP Address" window appears as shown in Figure 27. Enter the IP address for the Desktop Information Server PC and the port number to be used. Click **Next** to continue.

Figure 27
Server IP address window


Server IP Address
Enter the IP address for the Meridian 1 Attendant PC DeskTop Information Server (Example: 10.10.10.123).
You may leave this blank but it will be required the first time you use the monitor. Ask your network administrator.
IP Address
10.10.10.123
Port
8000
< Back
Next >
Cancel

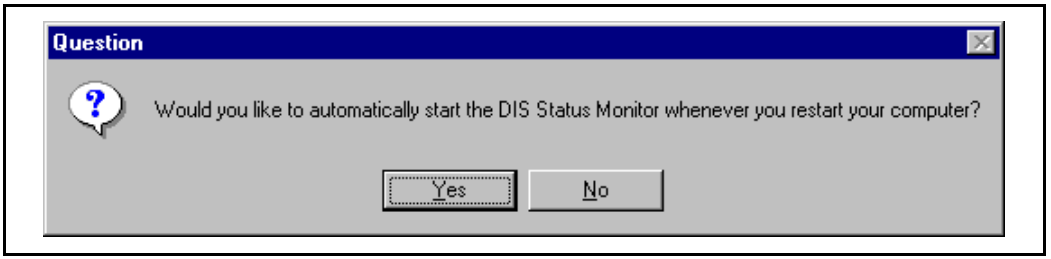
8 Figure 28 shows the "Select Program Folder" window. Click **Next** to continue.

Figure 28
Select Program Folder window


Select Program Folder
Setup will add program icons to the Program Folder listed below. You may type a new folder name, or select one from the existing Folders list. Click Next to continue.
Program Folders:
Meridian 1 Attendant PC
Existing Folders:
Accessories
Adobe
Adobe Acrobat
CBT Systems Utilities
CBTPlayer 32-bit
DeskTop Information Server
MAT Patch Utility Tools
Meridian 1 Attendant PC
Microsoft Office
< Back
Next >
Cancel

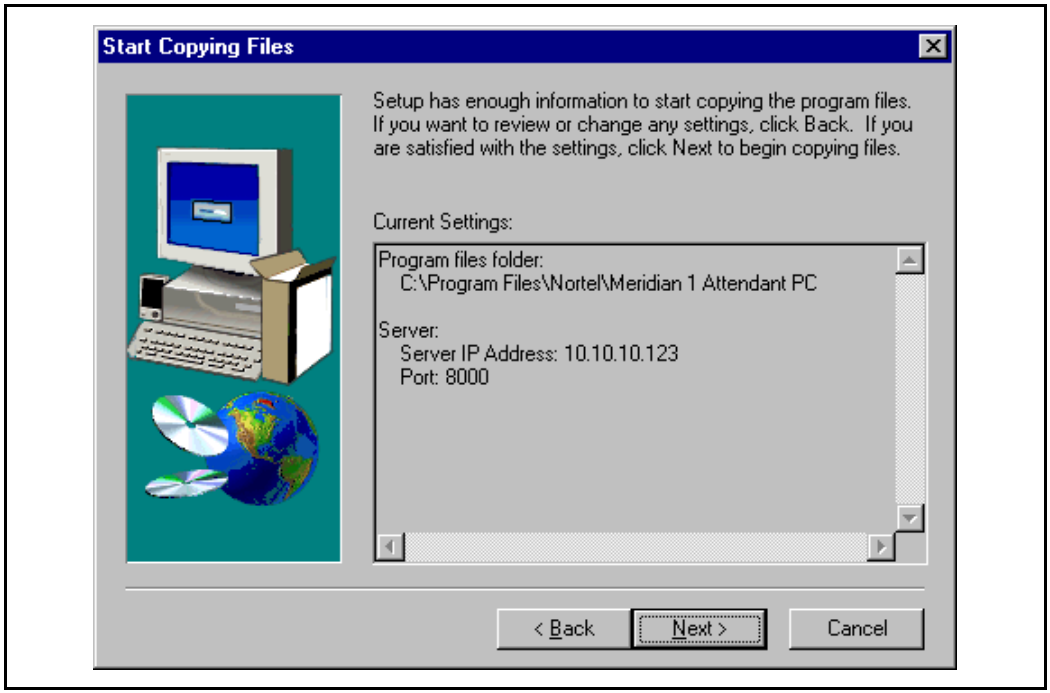
9 Figure 29 asks the user if the Interface Status Monitor should start automatically when the computer restarts. Click Yes or No to continue.

Figure 29
DIS Automatic Startup window

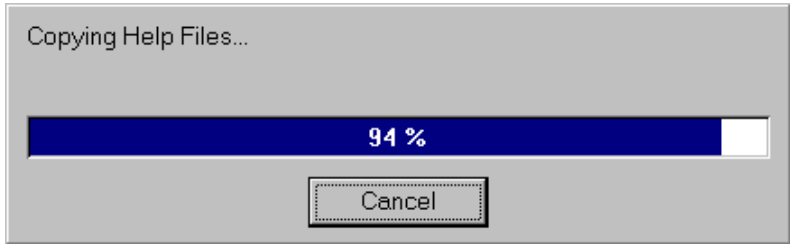


10 Figure 30 shows the "Start Copying Files" window. Click **Next** to begin copying program files.

Figure 30
Start Copying Files window


Start Copying Files
Setup has enough information to start copying the program files. If you want to review or change any settings, click Back. If you are satisfied with the settings, click Next to begin copying files.
Current Settings:
Program files folder:
C:\Program Files\Nortel\Meridian 1 Attendant PC
Server:
Server IP Address: 10.10.10.123
Port: 8000
< Back
Next >
Cancel

After clicking "Next," a status bar appears showing you the status of the installation. .



The Interface Status Monitor installation is complete.

Software registration

You will be required to register all installed products within 30 Days.

The Domain, LanKey, and Meridian 1 Attendant PCs must be registered.

To register the Domain

1. Start the Desktop Information Server.
2. Select **Configuration** from the main menu.
3. Select **Register**.
4. Follow the instructions on the registration screen, write down the installation code and call for your registration number.

To register the LanKey and your Meridian 1 Attendant PCs

1. Write down the serial numbers of all your Meridian 1 Attendant PC packages and your LanKey serial number.
2. Go to a workstation from the Program Files Start Menu, start the Meridian 1 Attendant PC program.
3. Select **Configuration** from the main menu bar.
4. Select the **Console** Tab
5. Select the **Register** Button.
6. Follow the instructions on the registration screen, write down the installation code and call for your registration number.
7. To register addition Console go to the pull down window and change the Console Serial Number.
8. Repeat steps 5 and 6 for all additional Consoles.

Refer to the *Meridian 1 Attendant PC Software Installation Guide* or the *Meridian 1 Attendant PC LAN Interface Installation Guide* for registration details.

Setting up the Hospitality software

A "Room Matrix" file is a comma-delimited file of room information that you will create and import into the Meridian 1 Attendant PC Directory.

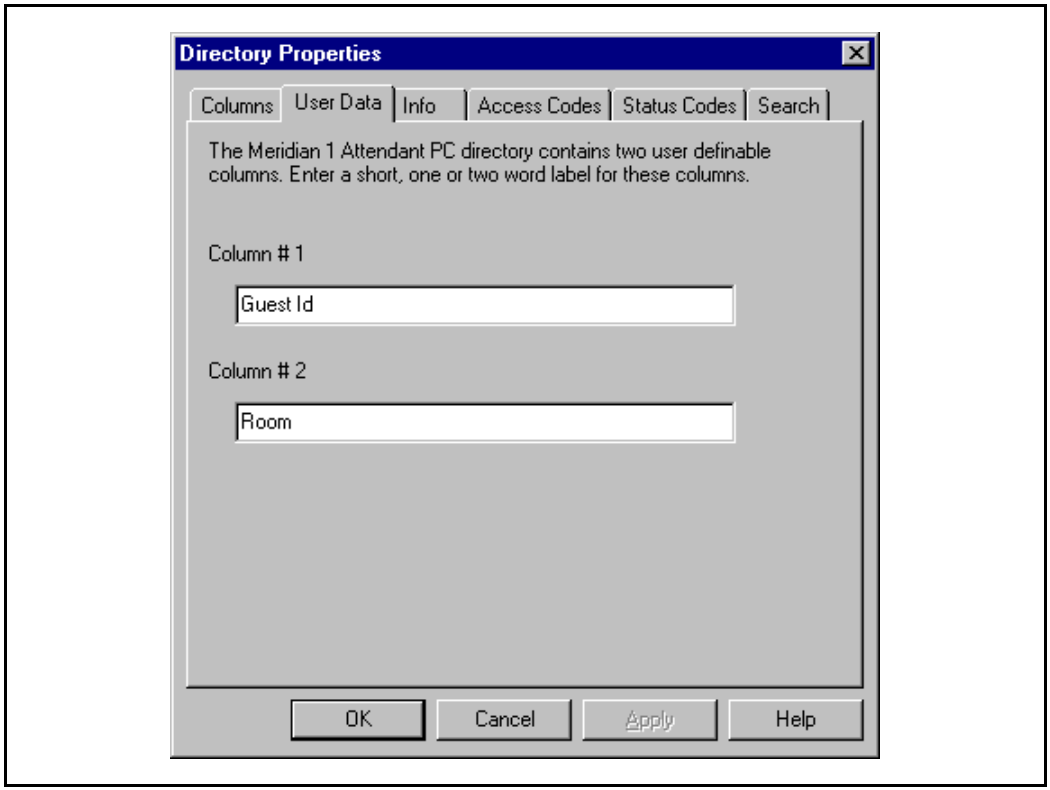
Room Matrix

1 At any of the installed Meridian 1 Attendant PC workstations launch the directory module by selecting Directory from the Tools menu.

2 From the Directory module's main menu select **Directory** then **Properties**.

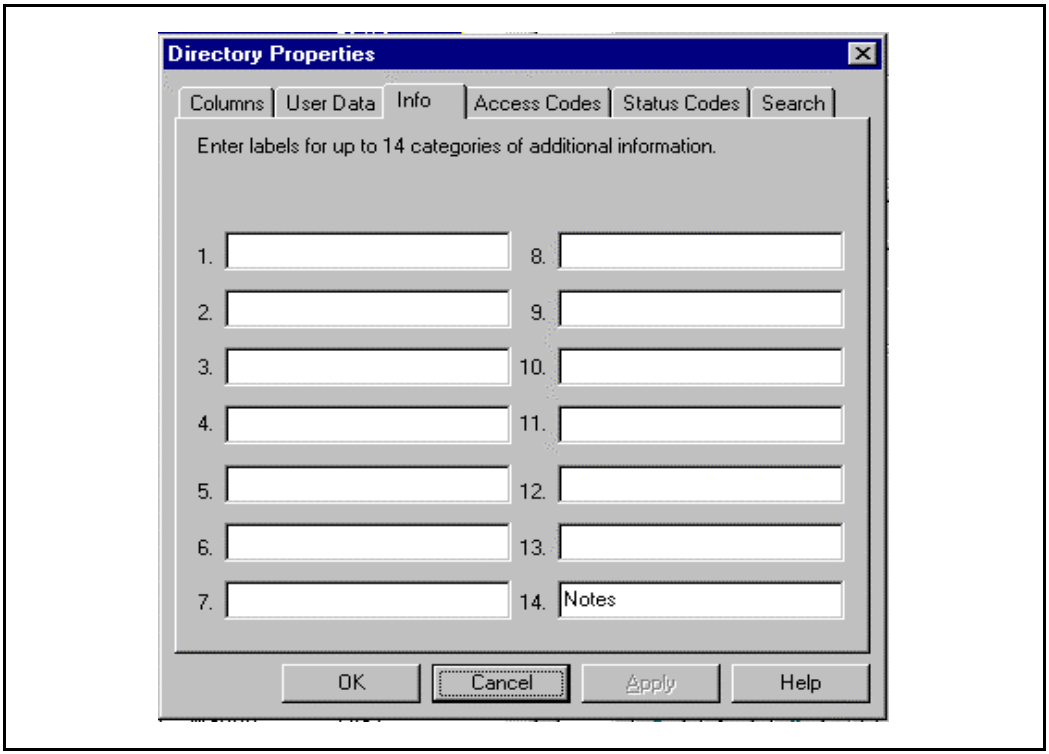
3 Click on the **User Data** tab, shown in Figure 31, label one column "Guest Id" and the other "Room."

Figure 31
User Data tab



4 Click the **Info** tab, shown in Figure 32, and enter at least one label for additional information.

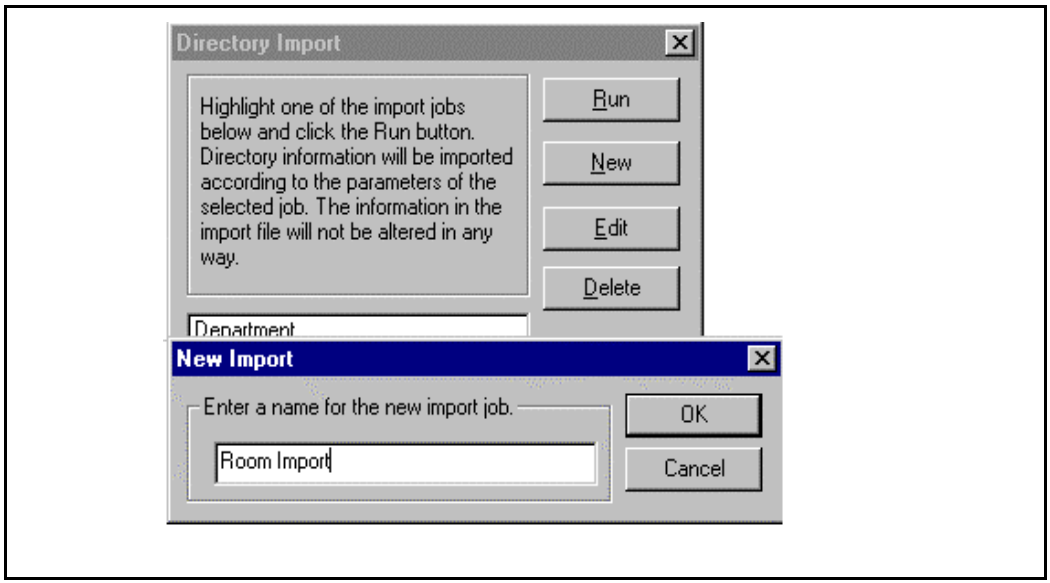
Figure 32
Info tab



5 Create a Room Matrix file using an unassociated database program (For example, a comma-separated file that contains four fields). The file must contain 4 data elements: ’Property ID,’ ’Room Number,’ ’associated DN’ and "Vacant" as the ’Name.’

6 From the Directory module's main menu select **Import**, then select **New**. Create the import job to import the room matrix file as shown in Figure 33.

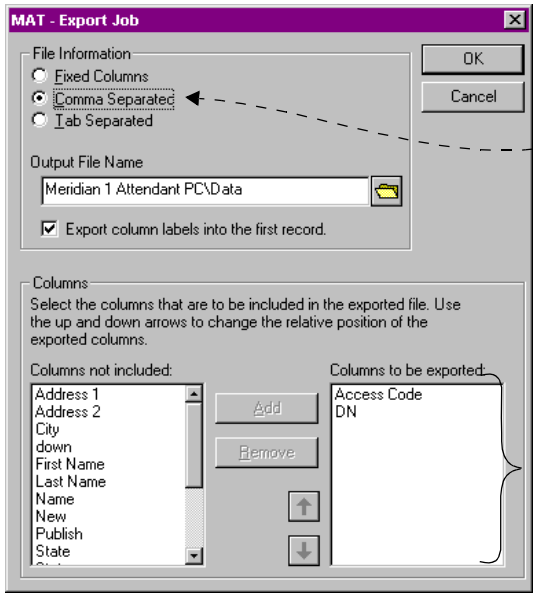
Figure 33
New Import


Directory Import
Highlight one of the import jobs below and click the Run button. Directory information will be imported according to the parameters of the selected job. The information in the import file will not be altered in any way.
Run
New
Edit
Delete
Department
New Import
Enter a name for the new import job.
Room Import
OK
Cancel

7 From the Directory module's main menu select **Import**, highlight the Job name and select **Run** in the "Directory Import" window to import the file.

8 Figure 34 shows the Import Job display window. In the "File information" box, select the type of file (default is comma separated)..

Figure 34
Import Job display window



Indicate File Information (default is Comma Separated) and Output File Name or location of the import job.

Select the columns you want included in the import file.

9 Select the "output file name" and location of the import job.

10 Select the columns you want included in the import file.

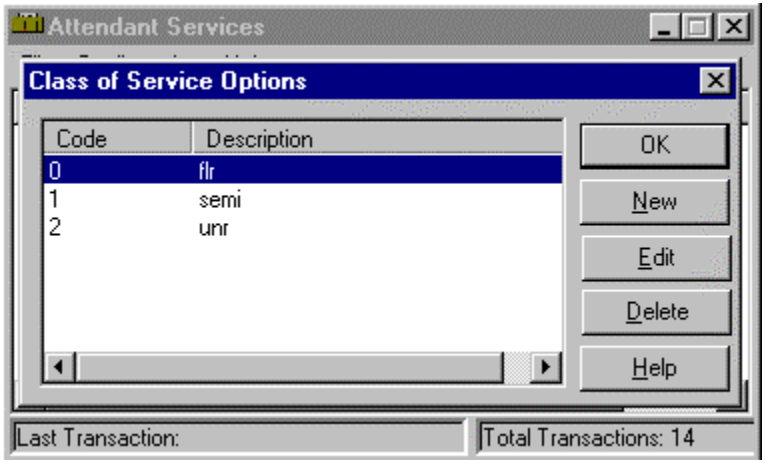
11 Click **OK** to complete the import.

Class of Service Options setup

The Class of Service options that can be assigned to a room must be defined in the "Class of Service Options" dialog box as described below.

1. From the Server PC go to the Program Files Start Menu and Start the Desktop Information Server Program.
2. Select **Configuration** from the Attendant Service Window.
3. Select **Class of Service**.
4. Enter the Class of Service Restrictions just as they are setup in the Meridian 1 in Overlay 15. Figure 35 shows the "Class of Service Options" window.

Figure 35
Class of Service options



Directory Service Configuration: General Setup

1. From the Server PC go to the Start Menu, then Program, and Start the Desktop Information Server Program.
2. Select the Directory Service Window.
3. Select **Configuration**.
4. Select **General**. Figure 36 shows the process of configuring of general parameters**.**

Figure 36
Configuring General Parameters

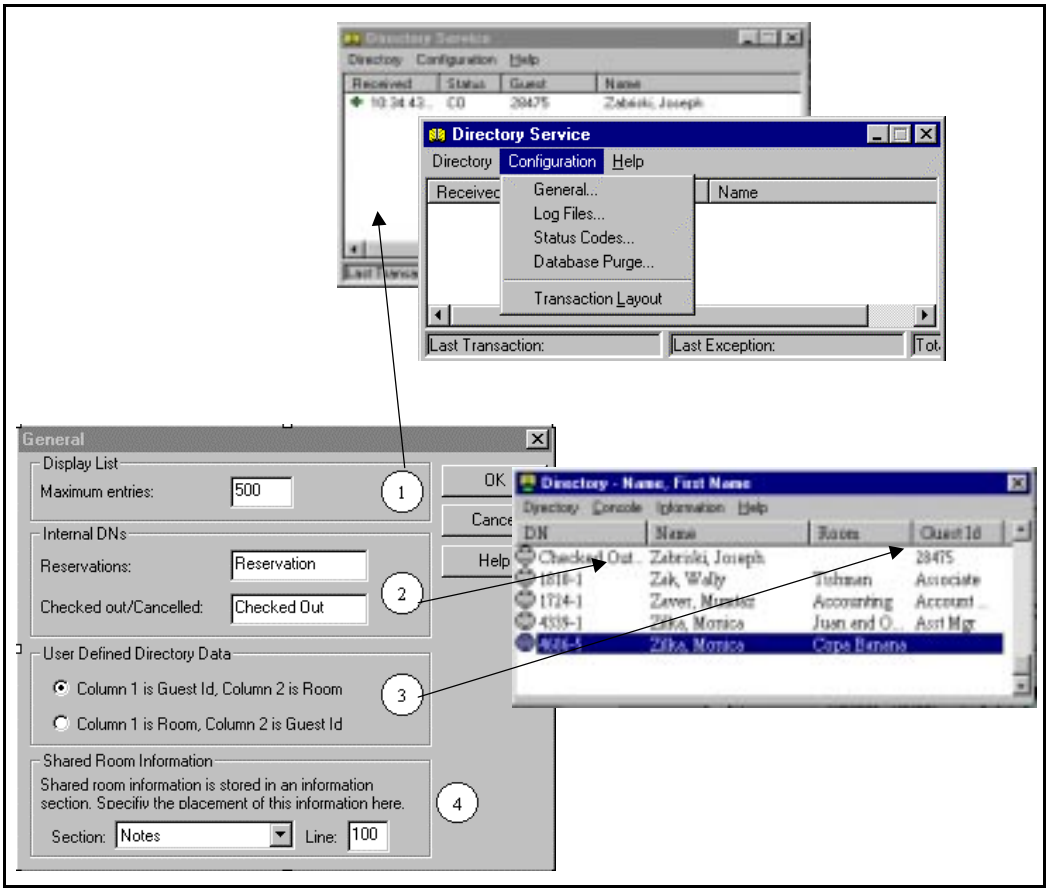
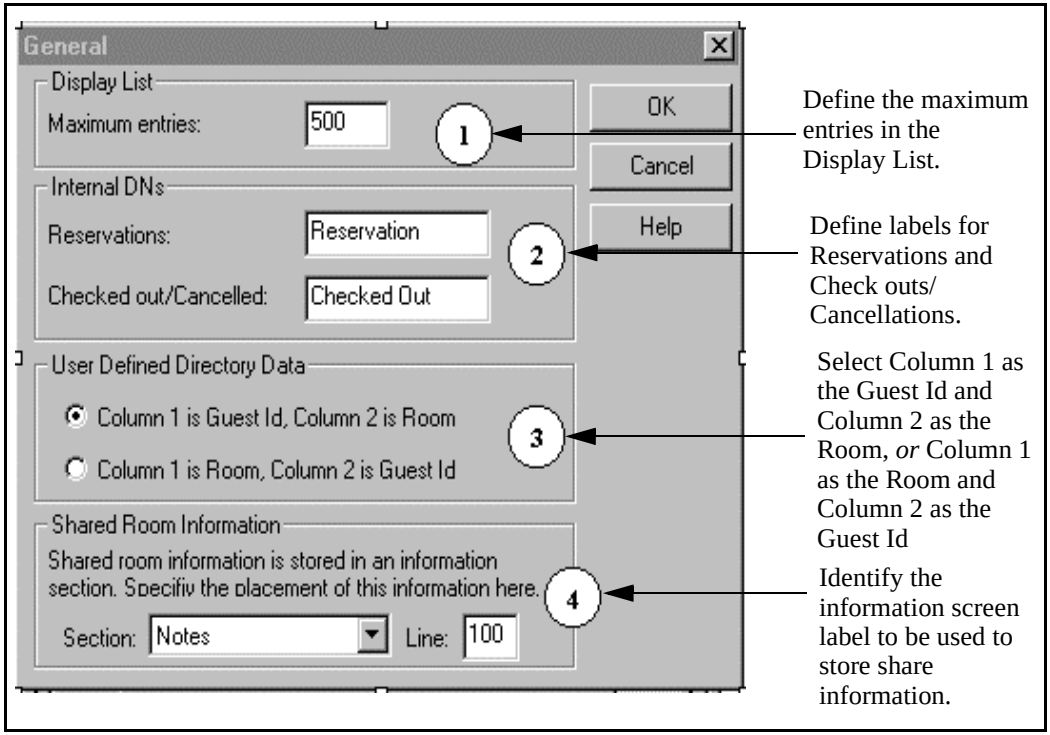


Figure 37 shows the "General" configuration window.

Figure 37
General configuration window


General
Display List
Maximum entries:
500
1
OK
Cancel
Help
Internal DNs
Reservations:
Reservation
2
Checked out/Cancelled:
Checked Out
User Defined Directory Data
Column 1 is Guest Id, Column 2 is Room
Column 1 is Room, Column 2 is Guest Id
3
Shared Room Information
Shared room information is stored in an information section. Specifiy the placement of this information here.
4
Section:
Notes
Line:
100
Define the maximum entries in the Display List.
Define labels for Reservations and Check outs/ Cancellations.
Select Column 1 as the Guest Id and Column 2 as the Room, *or* Column 1 as the Room and Column 2 as the Guest Id
Identify the information screen label to be used to store share information.

Desciption of General window parameters

1. Defines the maximum entries that will be displayed on the Directory Service transaction screen.

2. New reservations (not yet check-in) will display Reservation or checkouts will be held in the directory for a pre-determined amount of time with Check Out or Reservation being displayed in the DN column of the directory as the defaults.

3. Identifies which User Data Field in the Meridian 1 Attendant PC is used to stored and displayed the Guest Identification number. This User Data field label selected must be labeled Guest ID in the Meridian 1 Attendant PC software under the Directory Properties tab "User Data."

4. Shared Room "key matches" will be stored and displayed in the supplemental information screen for that guest. The supplemental information screen of the Meridian 1 Attendant PC software to be used to store share information must be identified here. The supplemental information screen label will have to be setup and label first in the Meridian 1 Attendant PC software under the Directory Properties tab Info.

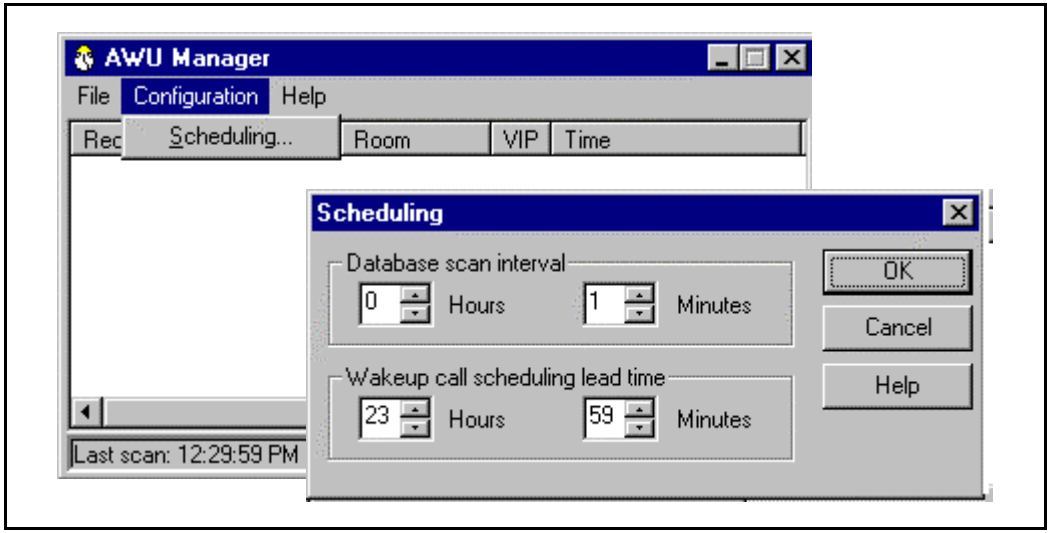
Wakeup Service: Scheduling

Database scan interval must be set and will determine how often the program scans the database. If a record is found to be within the time interval and an earlier wakeup is not set for the guest, a wakeup will be sent to the PMS for processing. The recommended interval is one minute.

Lead-time scheduling must be set to determine which records are scanned. If records are not within the lead-time they are ignored until such time that they fit inside the interval. The recommended lead-time scheduling is 23 hours, 59 minutes.

Figure 38 shows the "Scheduling" window, where 'Database scan interval' and 'Wakeup call scheduling lead scheduling lead time' are defined.

Figure 38
Wakeup Service: scheduling

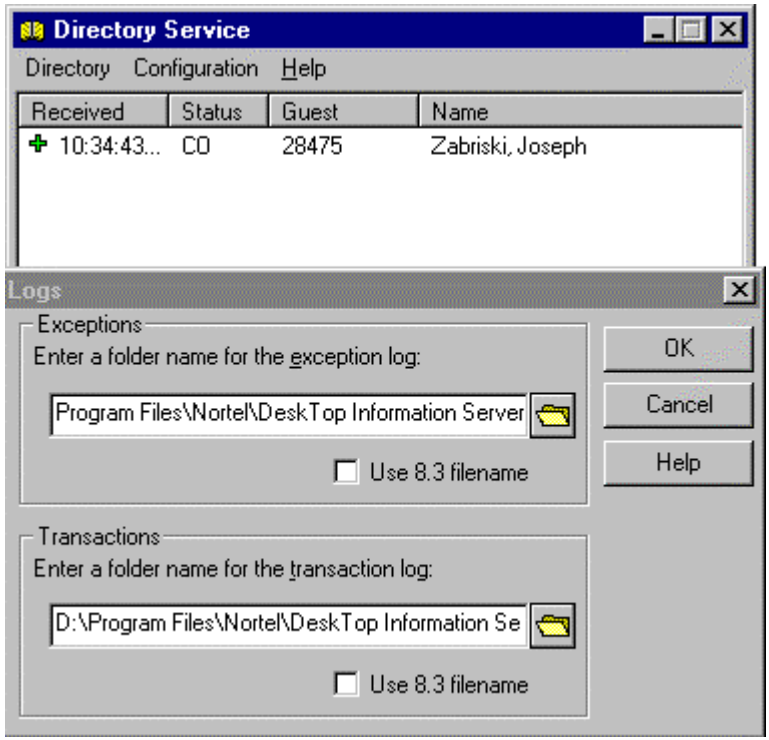


Directory Service: Log File Path and Location Setup

Note: Log files will be maintained for all transactions received by the DeskTop Information Server from the Property Management System. It is mandatory that the location of these files be specified.

1. Select **Configuration** from the Directory Service Window
2. Select **Log Files**. Figure 39 shows the "Logs" window.
3. Enter the path and folder to store the exception log file.
4. Enter the path and folder to store the transaction log file.

Figure 39
Log file path



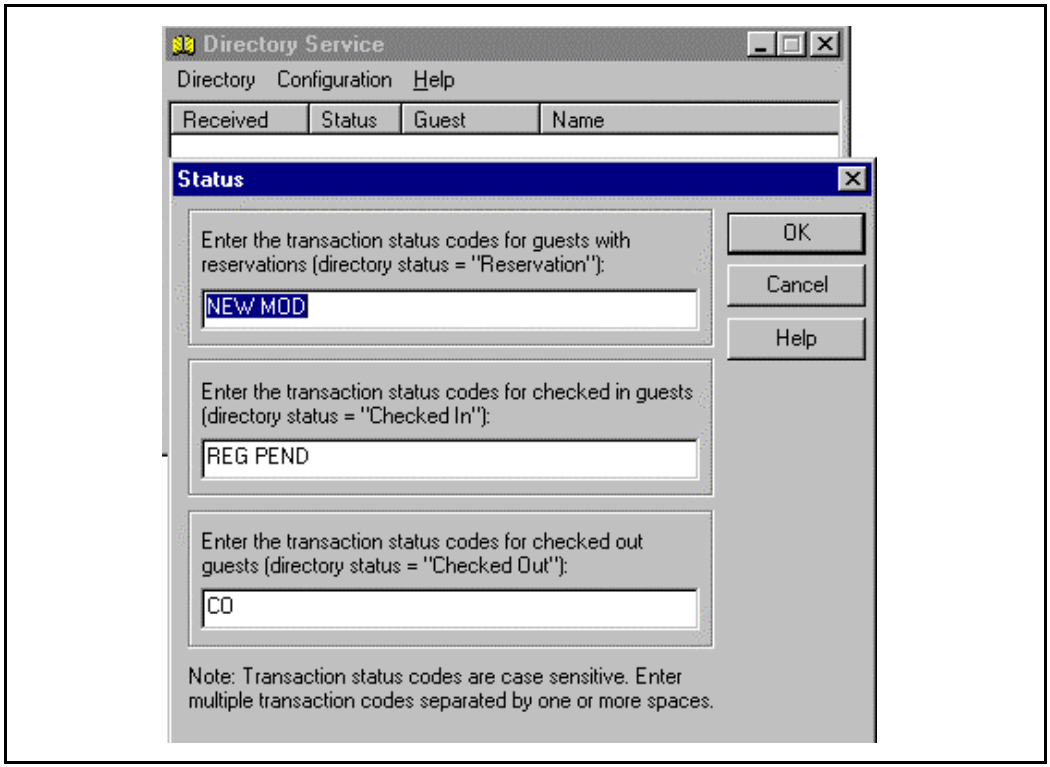
Directory Service: Status Codes Setup

There are three basic states associated with a guest:

1) Reservation, **2)** Checked In and **3)** Checked Out

There can be multiple codes associated with each of the above statuses. In the example shown there are two statuses associated with reservation. NEW and MOD. It is important that all status codes match those that will be sent by the Property Management System. To assign multiple status codes, type in the codes separated by a space. Note that the codes are case sensitive and must match the case sent by the Property Management System. Figure 40 shows the "Status" window.

Figure 40
Status Codes Setup

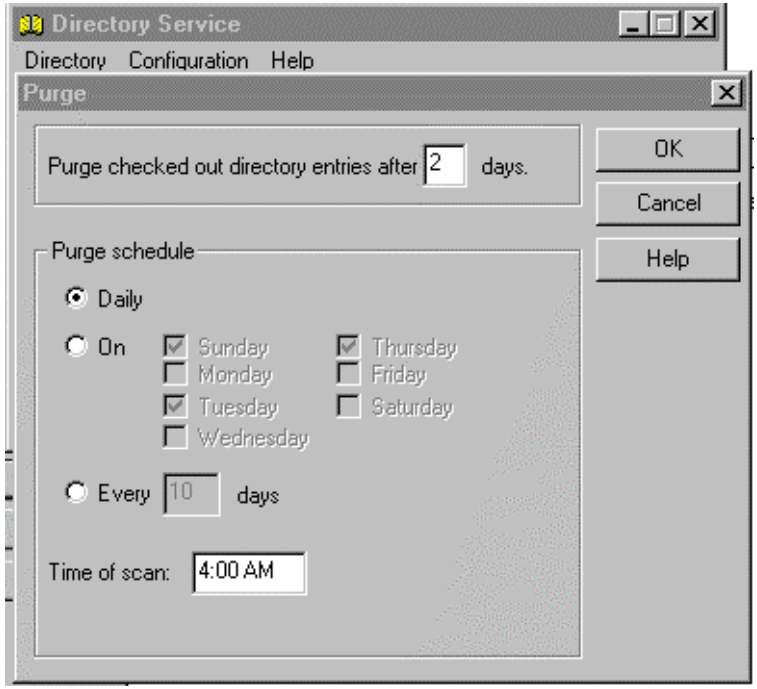

Directory Service
Directory Configuration Help
Received Status Guest Name
Status
Enter the transaction status codes for guests with reservations (directory status = "Reservation"):
NEW MOD
OK
Cancel
Help
Enter the transaction status codes for checked in guests (directory status = "Checked In"):
REG PEND
Enter the transaction status codes for checked out guests (directory status = "Checked Out"):
CO
Note: Transaction status codes are case sensitive. Enter multiple transaction codes separated by one or more spaces.

Directory Service: Database purge

After a Guest checks out, Guest information can be retained for a pre-determined amount of time. The number of days to retain the guest information and when to purge that entry must be configured in the "Purge" window.

Figure 41 shows the "Purge" window.

Figure 41
Database purge



Directory Service: Transaction Record Layout

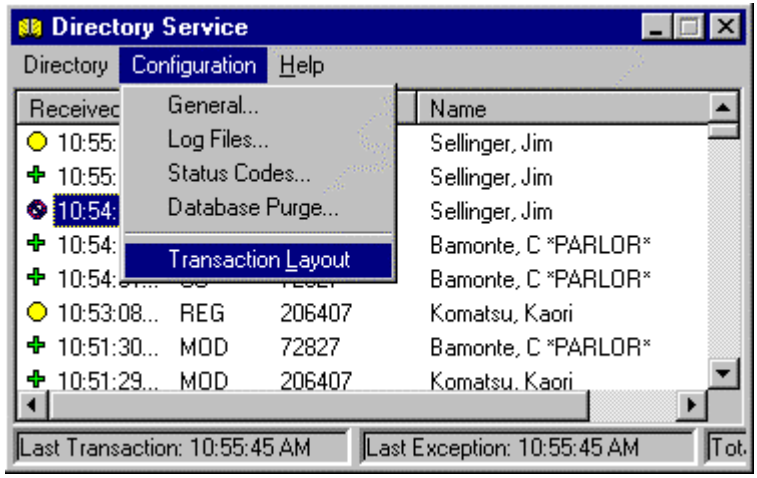
Transaction records sent from the Property Management system and the DeskTop Information Sever must be defined. The records contain information in a fixed format. The start position of the information contained in the record and the overall length of the information must be setup in Directory Service under Transaction layout.

Note: You will be required contact the PMS vendor for this information.

If possible, ask the PMS vendor for as sample file with definitions or headings to help you setup the transaction definitions.

Figure 42 shows how to select "Transaction Layout."

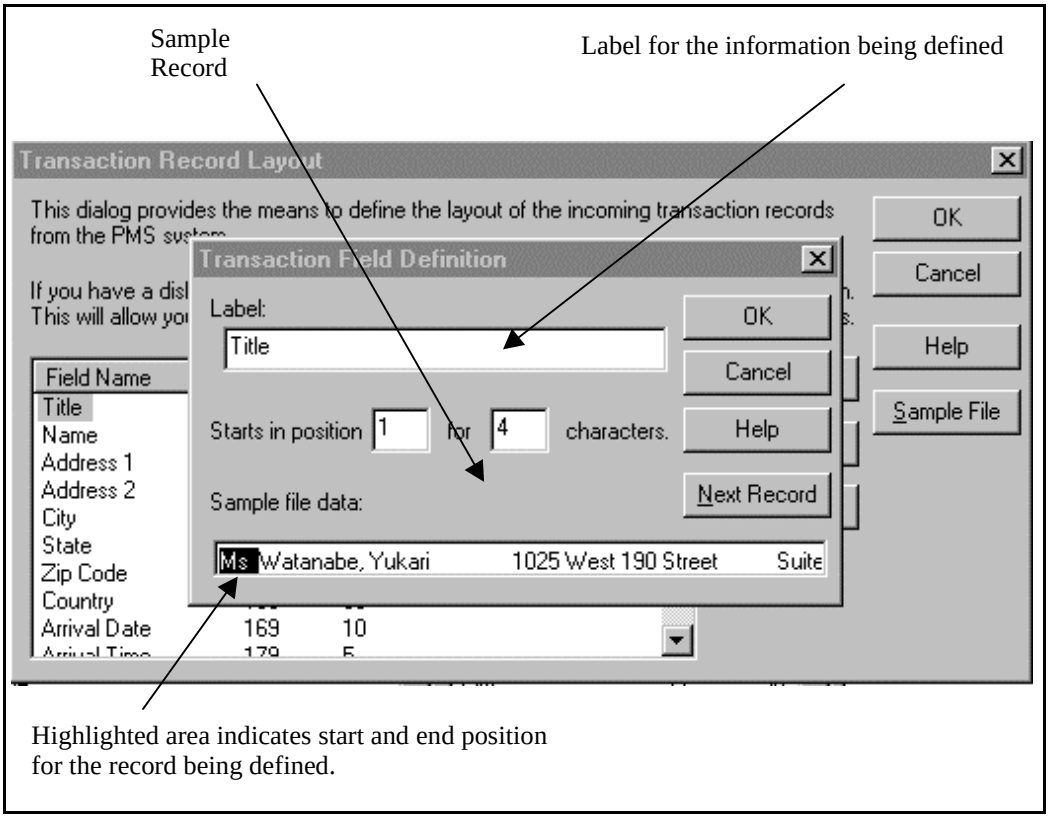
Figure 42
Transaction Record Layout



Defining the PMS Transaction Record

Figure 43 shows how the PMS Transaction Record is defined.

Figure 43
Defining the PMS Transaction Record



Note: Example: the Information containing "Title" can be stars in position 1 of the transaction record and is 4 character long. Once all information is defined, the location in the Meridian 1 Directory must be defined.

Once the Transaction records are defined you will have to identify where the defined information from the transaction record will reside in the Meridian 1 Attendant PC Directory.

Assigning Transaction Fields to the Directory

To assign a transaction field to the directory, highlight the field name in the transaction record and drag and drop it on the field name of the directory, as shown in Figure 44.

Figure 44
Transaction Field Cross Reference

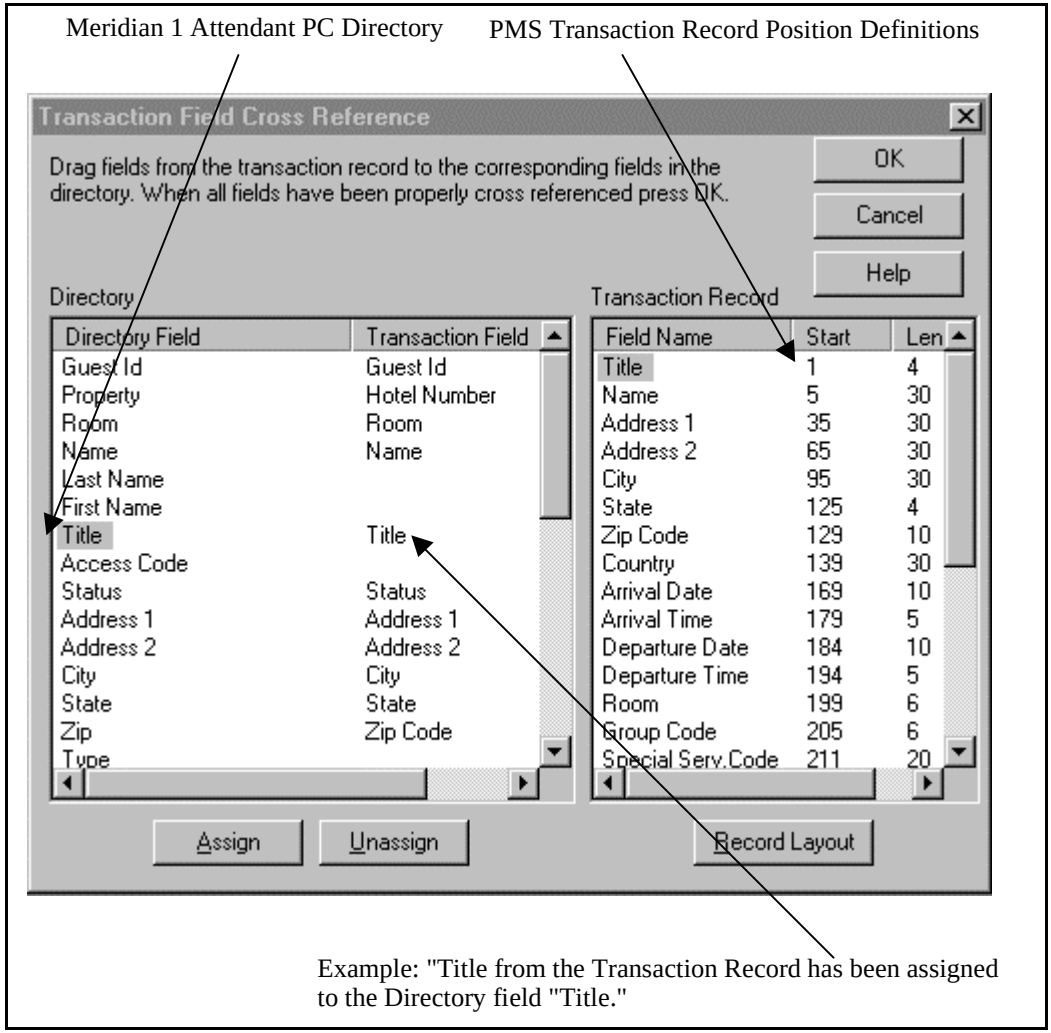


Table 5 shows an example of a transaction record definition.

Table 5
Transaction record definition example

Start	Field	Type	Length	Description
001	Title	Char	004	Title
005	Name	Char	030	Name
035	Address 1	Char	030	
...				
...				
...				
...				
...				
199	Room Number	Char	6	Room Number
...				
...				
234	Property	Char	6	Hotel Identifier
...				
...				
275	Guest Number	Int	9	Reservation Number

Testing the new installed features

After the installation is completed, use the following procedures to test that the new features have been correctly installed.

Testing the Desktop Information Server (DIS) to Property Management System interface

Use the following procedure to test the interface between the DIS and PMS:

1. Start the DIS server.
2. Wait until the PMS entry appears in the Client list of the server window.
3. Wait and verify that transactions are sent from the PMS.

   If the PMS fails to connects run the DIS Status monitor to verify that theserver is online and able to accept connections.

Testing Do Not Disturb

This should be tested by using both the directory module's main menu and the right button menu. In both cases the directory option should be grayed out if a non-room matrix directory entry is selected. For room matrix entries the DND should be set for a room and verified by means of a test call. The option should be reset then reverified by placing another test call. This test should be attempted using both menus for rooms in both hotels.

Testing Class of Service

Before this option can be tested at the workstation it must be configured via the Configuration/Class of Service menu in the Attendant Services module on the server. Test this dialog by entering the Class of Service values for the hotels. Verify that all options (New, Edit, Delete, and Help) function as you would expect.

After all Class of Service values are loaded test the feature at the workstation. The Class of Service option should be available in both menus in the directory module (Directory in the main menu and in the right button menu) only for room matrix entries. Selecting the Class of Service menu option should display a submenu containing all of the values entered in the configuration dialog above. Select one of the values then verify that it has been set correctly.

Testing Automatic Wakeup

Before testing verify that the scheduling options are correctly set in the AWU Manager service on the DeskTop Information Server. Access the options by selecting the Configuration/Scheduling option from the AWU Manager's main menu. The scan interval should normally be set for 1 minute between scans. The scheduling lead-time should normally be set for 23 hours and 59 minutes. These are the normal setting for these values but testing can be performed using longer scan intervals or shorter lead times. Note that much of this testing can be performed in a single setting by scheduling calls for the near future but some of these calls must be scheduled over a period of several days.

Verify that the wakeup call menu item is available on both the directory module main directory menu and the right-button menu. The same dialog should display for the selected directory entry regardless of which menu is selected.

Also verify that:

- The guest's name and room number information is correctly displayed on the dialog. All testing should be performed on at least one guest in both hotels.
- New wakeup calls should be scheduled for single calls, single identical calls on multiple days, and multiple calls on the same day. Each individual call should be displayed in the call list regardless of how it was scheduled.
- The calls are correctly scheduled and made by the Meridian 1.

- VIP calls work as expected.
- The call list icon changes as expected (see the Help screen) as time progresses.
- Calls can be cancelled both before and after they are scheduled on the Meridian 1.
- Calls can be rescheduled both before and after they are scheduled on the Meridian 1. Note that rescheduling a call cancels the current call and creates a new call for audit trail purposes.
- That scheduled calls for guests that check out before a call is made are correctly cancelled.

Testing the Text Messaging

Verify the following:

- Text Message options are added to the M1 Attendant PC's Directory module's main Directory and right button menus when the Text Message Host is active.
- Text messages can be taken only for reservations and checked in guests. They cannot be taken for checked out guests.
- Text messages can be retrieved (read) for all guests.
- The Message Host dialog correctly displays the guest information when taking or reading messages for a guest.
- The Message Host dialog correctly displays the guest information when a guest is dragged from the directory display to the text message host. This should also cause the correct message count to be displayed in the lower right side of the message host dialog.
- Message counts are correct when the Read Message option is selected from the directory menu.
- Messages can be saved into the PMS and can then be retrieved both by the M1 Attendant PC Message host and via a PMS terminal.
- The M1 Attendant PC Message Host can retrieve messages entered via a PMS terminal.
- The "Delete All Messages" buttons flags all messages within the PMS as "delivered".
- The "Clear Message" button clears only the message area in preparation for entering a new message.
- The "Clear All" button clears the guest form the Message Host dialog.

Testing the Guest Registration

The attendant should be able to highlight a vacant room in the directory list and select Guest Registrations/Register from the Directory module's main Directory or right button menus. The resulting dialog will allow for entry of a guest's Id number and name. Any other information must be entered manually via the normal directory maintenance functions. Conversely, selecting Guest Registrations/Vacate will move the registered guest to a checked out state and vacate the current room.

Note that vacating the room may take one of two forms. If the room's DN contains a qualifier (i.e. 123-1) the room record is not to master room record and is therefore simply removed from the database. If the room's DN does not contains a qualifier (i.e. 123) it is converted to a vacant record and remains in the database.

Testing the Interface Status Monitor

The status monitor should be installed on a several PC in various parts of the network. It should be installed on at least one PC that has never had any of the M1 Attendant PC software installed to verify that it can function as a complete standalone package. It should also be installed on at least one M1 Attendant PC workstation to verify that it does not interfere with the console operations.

Verify:

- It correctly reflects the current status of the server, services and the PMS connection. It should alter both the dialog display and its icon to indicate if all parts are functioning properly. The icon should change to green when all functions are active and to partial or full red when functions become inactive.
- Start and stop the various parts of the server to verify that the status monitor can detect the changes within a 30-second time period.
- Select the Monitor/Options menu from the monitor dialog. Activate the audible alerts. Try both the default sound and the WAV file options.

- Select the Monitor/Options menu from the monitor dialog. Check the box to hide the monitor display on start up. Terminate the monitor then restart it to verify the monitor dialog is not displayed. The icon should appear in the system tray at the bottom right of the screen.
- Left click on the system tray icon to verify the dialog is redisplayed.
- Click on the close button (the "X" in the upper right corner of the dialog). Try all three options to verify they function properly.
- Double click (left button) on the system tray icon to display the options dialog.
- Right click on the system tray button to display the menu. Verify that all menu options perform as expected.
- Hover the mouse pointer over the system tray icon to verify the tip displayed accurately reflects the system status.
- At a Meridian 1 Attendant PC workstation launch both the status monitor and the Meridian 1 Attendant PC. Observe that the monitor accurately reflects the active server inactive and that the icon for the directory list and text message host show to a green bar to indicate that they are connected to the DTIS server. Shut the DTIS server down. Observe that the monitor accurately indicates that the server is inactive and that the icon for the directory list and text message host show to a red bar to indicate that they are not connected to the DTIS server. Bring the server up. Within 30 seconds the status monitor on the workstation should detect the server and automatically notify the directory list and text message host that the server is activated. Their icons will change from red to yellow to green as the server becomes active and connects to the PMS. Depending on the timing the yellow bar may never appear. Full functionality should automatically be restored to the directory list and the text message host.

Testing the Meridian 1 Attendant PC Console

Refer to the *Meridian 1 Attendant PC Installation Guide.*

Meridian 1

Attendant Hospitality Services

Software Installation Guide

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